# Specialized Transit Services

# 1990 FACT BOOK

Ontario Ministry of Transportation

92-01702/

## FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1990 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced by the Ministry of Transportation and is produced annually. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and develop their respective systems.

Any inquiries concerning individual system data should be directed to the system's listed contacts. However, requests for additional copies or information of a general nature may be directed to:

Transit Office
Ministry of Transportaiton of Ontario
3rd Floor, West Tower
1201 Wilson Avenue
Downsview, Ontario
M3M 1J8

Telephone: (416) 235-4010
Fax: (416) 235-5224

This publication is only available in English.
Cette publication n'est disponsable qu'en anglais.

## TABLE OF CONTENTS


| | Page No. |
|---|---|
| INTRODUCTION | I |
| PROVINCIAL FUNDING POLICIES | III |
| SERVICE OPERATION SUMMARY | IV |
| DEFINITIONS/EXPLANATIONS | X |
| INDIVIDUAL SYSTEM STATISTICS | 1 to 136 |
| PERFORMANCE INDICATOR FORMULAE | A-1 |
| HANDY REFERENCE COMPARISON | A-4 |

| MUNICIPALITY | Page No. |
|---|---|
| Ajax-Pickering (Handi-Transit) | 1 |
| Amherstburg, Anderon & Malden (AAM Care-A-Van) | 3 |
| Barrie (B.A.C.T.S.) | 5 |
| Belleville (Belleville Mobility Bus) | 7 |
| Brantford (Operation Lift) | 9 |
| Brockville (Para-Transit) | 11 |
| Burk's Falls (Para-Bus) | 13 |
| Burlington (Handi-Van) | 15 |
| Cambridge (Disabled Service) | 17 |
| Chatham (Handi-Bus) | 19 |
| Cobourg (Handi Trans (Wheels)) | 21 |
| Collingwood (A.C.T.S.) | 23 |
| Cornwall (Handi-Transit) | 25 |
| Dryden (Handi-Transit) | 27 |
| Elliot Lake (Handilift) | 29 |
| Espanola (Jubilee Bus) | 31 |
| Fort Frances (Handi Transit) | 33 |
| Georgina (Mobility Transit System) | 35 |
| Gore Bay (Easy Rider) | 37 |
| Guelph (Guelph Mobility Service Inc.) | 39 |

| MUNICIPALITY | Page No. |
|---|---|
| Halton Hills (Activan) | 41 |
| Halton Region (Pegasus) | 43 |
| Hamilton-Wentworth (D.A.R.T.S.) | 45 |
| Hanover (Bruce Grey & Huron Disability Trans.) | 47 |
| Kapuskasing (Kapuskasing Transportation for Disabled) | 49 |
| Kenora, Keewatin, Jaffray & Melick (Tri-Municpal Handi Transit) | 51 |
| Kingston (Kingston Access Bus) | 53 |
| Kitchener-Waterlo (Project Lift Inc.) | 55 |
| Leamington (Handi-Transit) | 57 |
| Lindsay (Lindsay Limo) | 59 |
| London (London Paratransit Service) | 61 |
| Manitouwadge (Handi Transit) | 63 |
| Markham (Markham Mobility Bus Service) | 65 |
| Meaford (Rotary Handivan) | 67 |
| Mildmay (B.G.H.D.T.C.) | 69 |
| Milton (Milton Specialized Transit Service) | 71 |
| Newcastle (Handi Transit Inc.) | 73 |
| Newmarket (Newmarket Transit) | 75 |
| Niagara Falls (Niagara Chair-A-Van) | 77 |

| MUNICIPALITY | Page No. |
|---|---|
| North Bay (Para-Bus) | 79 |
| Oakville (Care-A-Van) | 81 |
| Orillia (Wheelchair Limousine Service) | 83 |
| Oshawa (Handi-Transit) | 85 |
| Ottawa (Para Transpo) | 87 |
| Owen Sound (Specialized Mobility Transit) | 89 |
| Paris (Community Van Service) | 91 |
| Peel (Transhelp) | 93 |
| Pembroke (Pembroke Handi-Bus) | 95 |
| Peterborough (Handi Van) | 97 |
| Port Hope (ROLLS) | 99 |
| Renfrew (Sunshine Coach Service) | 101 |
| Richmond Hill (Richmond Hill Mobility Bus) | 103 |
| Sarnia (Sarnia Care-A-Van) | 105 |
| Sault Ste. Marie (Parabus) | 107 |
| Scugog-Uxbridge (Handi Transit) | 109 |
| St. Catharines (Paratransit) | 111 |
| St. Thomas (Paratransit) | 113 |
| Stratford (Parallel Transit) | 115 |
| Sudbury (Handi-Transit) | 117 |
| Thunder Bay (HAGI Transit) | 119 |
| Timmins (Handi-Trans) | 121 |
| Toronto (Wheel-Trans) | 123 |
| Vaughan (Access Bus) | 125 |
| Victoria County (Vic. Cty. Care-A-Van) | 127 |
| Welland (Handi Trans) | 129 |
| Whitby (Handi Transit) | 131 |
| Windsor (Handi-Transit) | 133 |
| Woodstock (Para-Transit) | 135 |

## INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only five (5) transit systems for physically disabled persons operating in the Province. This has grown to sixty-seven (67) systems or 88 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

1. Promote a consistent and uniform database in order to facilitate comparisons among transit systems for physically disabled persons.

2. Increase the general level of understanding about transit services for physically disabled persons.

3. Provide a formal forum for information exchange with other provincial ministries,

external agencies, service operators and interest groups.

4. Provide an opportunity for municipalities/ operators to share experiences in order to assist them in maximizing service productivity and optimizing cost efficiency.

5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results (number of passengers, etc.) to other similar systems on a general level.

6. Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to the public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report in providing a communications tool for sharing information and experiences depends on the cooperation and contributions of the municipalities in providing a

complete set of consistent data, and on the users of the Fact Book to interpret it in its proper context.

## PROVINCIAL FUNDING POLICIES

In 1990, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended **"to assist municipalities to provide service to those individuals who, regardless of age, are unable to board regular transit facilities."**

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1990, the eligible **capital costs** incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of three components:

- Basic;
- Passenger Based; and
- Specialized Vehicle Subsidy.

The **Basic Operating Subsidy** amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without Provincial funding assistance.

For 1990, the **Passenger Based** subsidy rate was $3.30 per eligible passenger trip, (i.e., excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The maximum operating subsidy payable to any municipality was 75% of net cost.

The **Specialized Vehicle Subsidy** applied to the operation of specialized or "purpose built" vehicles, such as the Orion II, designed specifically for transporting physically disabled persons. This additional subsidy was calculated at the rate of one percent (1%) in 1990.

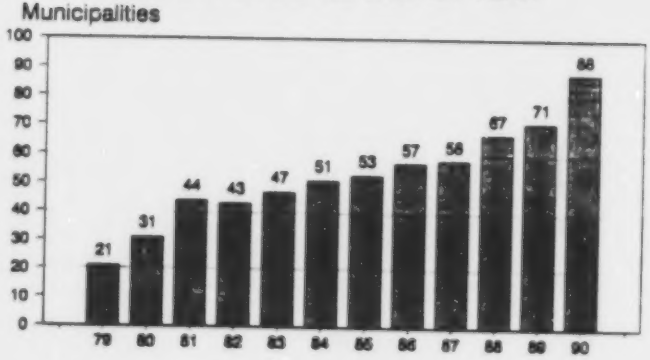
Municipalities participating in the Provincial funding program, agree to recognize the eligible status of non-residents registered in other participating municipalities in Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

## SERVICE OPERATION SUMMARY

Although funding must be requested directly by a municipality, the service may be operated by the municipality directly, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

The following graph indicates the growth in the number of municipalities providing services from 21 municipalities in 1979 to 88 municipalities in 1990.

MUNICIPALITIES SERVED BY YEAR




**Advisory Committee**

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens, users, municipal officials or staff members from various municipal departments . As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1990, eight municipalities

indicated that they had not yet established an advisory committee.

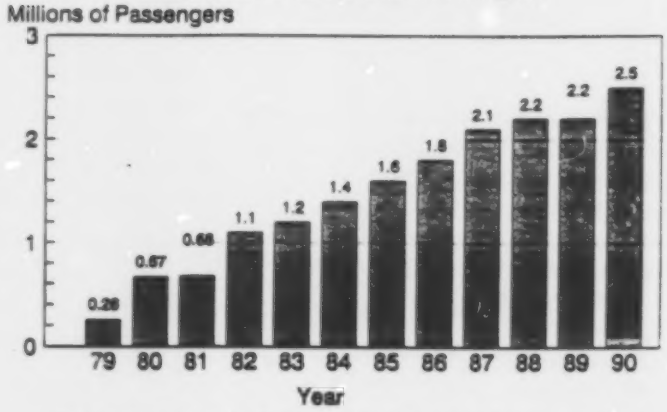
**Registrants**

At the end of 1990, approximately 100,000 persons were registered as eligible for transit services for physically disabled persons, of which approximately 46% were wheelchair registrants, 52% were ambulatory registrants, and 2% were temporary registrants.

**Passengers**

The total number of eligible passengers carried in 1990, per the provincial guideline, was approximately 2,580,000 of which approximately 47% were wheelchair users and 53% were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979.The following graph illustrates the growth in the total number of passengers carried since 1979.

PASSENGERS CARRIED PER YEAR




Four percent of all trips, or 111,500 trips, carried in 1990 were attendants and companions.

**Level of Service**

A municipality may provide the level of service it deems appropriate. Municipalities, with conventional transit services, could use conventional transit hours and days of service as a guide. Municipalities without regular transit would

Annual Increase in Passengers:

| | |
|---|---|
| 81/82 | 22% |
| 82/83 | 18% |
| 83/84 | 13% |
| 84/85 | 14% |
| 85/86 | 9.5% |
| 86/87 | 20% |
| 87/88 | 6% |
| 88/89 | 4% |
| 89/90 | 18% |

determine the needs of disabled persons within the community and attempt to offer at least regular weekday services to match these needs.

**Costs**

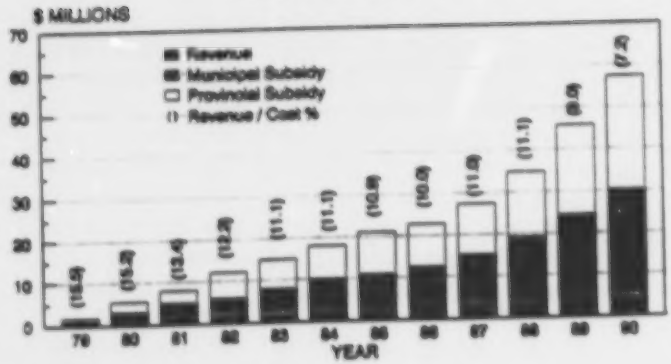
In 1990, operating costs for transit services for physically disabled persons totalled approximately $61,640,000. Due to the nature of the services, the cost per passenger, which averaged $23.88 in 1990, is significantly higher than the figure for conventional transit services. The average 1990 cost for conventional transit services was approximately $1.50 per passenger.

**Revenue**

The total revenues in 1990 were approximately $4,450,000. In addition to revenue from regular service fares,which amounted to $3,540,000, a total of $910,000 was received from other sources including contracts and charters, advertising and charitable cash donations. The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is also indicated.

Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

COSTS BY YEAR




**Service Type**

Trip origins and destinations of physically disabled passengers in this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, 13 systems operate from curb to curb, 27 systems operate from accessible door to accessible door and 27 systems operate from door to door. The selected policy can influence the productivity level of the system.

**Fares**

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no less than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents ($0.50) per one way trip in municipalities without a conventional transit system.

In 1990, the adult fares ranged from $0.90 to $3.25. Eighteen (29%) systems levied adult fares that were different than adult fares of the conventional transit system. Seven (10%) systems charged different fares for different passenger categories (i.e., student, children and senior citizens), and Thirty-two (48%) systems sold tickets, tokens, punchcards or monthly passes.

**Vehicles**

A variety of vehicles were used in providing transit service for physically disabled persons in 1990. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: 41 sedans/station wagons, 117 modified vans, 190 small buses, 176 purpose-built buses, and 194 "other" vehicles.

As with conventional transit, the demand for service for physically disabled persons differs for various time periods. Typically, there will be a rush period in the morning corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1990 was 565 with 474 vehicles in midday service, 199 vehicles on Saturday and 170 on Sunday.

Non-dedicated vehicles (eg, taxis, sedans, livery) were used by 25 municipalities in providing transit services for eligible registrants. In 1990, approximately 507,300 passenger trips were made by non-dedicated vehicles, which accounted for 20% of total passenger trips. These trips were provided at an average cost of $11.36 per trip.

**Employment**

Transit services for physically disabled persons employed 1,296 people in Ontario for 1990. There were 630 full-time, 203 part-time, and 4 shared operators, plus 290 full-time, 137 part-time, and 15 shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisors and administrators).

Volunteer involvement can be very beneficial to a community, yet only 10 volunteers performed such duties as reservationists, dispatchers or schedulers in 1990, down from 20 in 1989.

**Note:** It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

## DEFINITIONS/EXPLANATIONS

**Service Start**
The year in which transportation services for physically disabled persons commenced operations in the municipality.

**Service Area**
The geographic area served by the transit service.

**Population Served**
The total population within the service area.

**Advisory Committee/Board of Directors**
This is a group of concerned and knowledgeable citizens including members from various municipal departments whose main function is to develop policy. The committee determines the best operator of the service, determines if any co-ordination of services is possible, reviews applications for the disabled, sets service standards, and operating policies, etc.

## Registrants

**Eligibility Criterion**
The provincial eligibility guideline for 1990 stated that services were for "persons who regardless of age, are physically unable to use regular transit facilities." However, interpretation varied between municipalities. Typical eligibility definitions include:

Unable to board: Includes persons physically unable to climb three steps to board a regular transit vehicle.

Unable to use: Includes persons unable to board plus persons unable to walk 175 m to a bus stop.

Unable to use with dignity: Includes persons unable to board and unable to use, plus developmentally handicapped and visually impaired persons.

**Eligibility Committee**
A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

## User Registration

Users of the transit service should be registered with the system. However, registration procedures vary between municipalities. Passengers should carry registration cards to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

**Waiting List**
The number of persons on a list as of December 31, 1990 waiting to be registered. Service providers should be encouraged to register all those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants of the service should be serviced on a first come first served basis. The unmet demand

would then be measured by the number of unaccommodated trips.

**Eligible Registrants**
The total number of people registered with the system as of December 31, 1990, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

**Other Registrants**
The total number of registrants that are not deemed eligible as per the provincial guidelines.

**Registration List Screening**
An indication of how often the list of registrants is completely screened or updated to verify eligibility.

**Attendants and Companions**
An attendant is someone who must accompany the passenger to provide assistance. A companion is someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

**Visitor Eligibility**
An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

**Eligible Passenger Trips**
The number of **one-way trips** made in 1990 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

The number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions.

**Attendant and Companion Trips**
The number of one-way trips made by attendants and companions.

**Trips by Trip Type**
Municipalities may normally classify trips for scheduling purposes using one or more of the following trip types:

Subscription: Regular daily trips (4 to 5 days a week) scheduled with no call-in requirements.

Prebooked: Trips made regularly but not every day (1 to 3 days a week), with no call-in required.

Reservations: Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

Demand Response: Trips requested the same day as the trip is made.

**Unaccommodated Trip Requests**
The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

**Cancelled Trips**
The annual number of scheduled passenger trips which were later cancelled by passengers.

**No-Show Trips**
The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

## Service

**Service Type**
The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

**Daily Hours of Service**
The beginning and ending times between which regular service is provided each weekday, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times shown in the Fact Book are for the weekday with the longest hours of service.

**Call-Ins**
The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

**Scheduling and Dispatching Methods**
The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

**Fare Structure**
The fare structure that was in effect on December 31, 1990. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

**Comparison to Conventional Transit**
For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as 'Longer', 'Shorter', or 'Same'.

If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as 'Same'. If the conventional transit fare structure is different, including the concessionary fares for seniors, students etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then 'Different' is indicated. In municipalities where no conventional service is provided, 'No Conv. Service' is indicated.

## Vehicles

### Vehicle Types

A variety of vehicles are used in transit for physically disabled persons. In some municipalities there are more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and station wagons, modified vans, small buses, purpose-built buses, and others.

**Station wagons** also includes unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

**Modified Vans** are regular production vans or mini-vans with a raised roof or a lowered floor, and a lift or ramp mechanism for wheelchair access.

**Small Buses** are vehicles built on a standard production cab and chassis, and include school buses.

**Purpose-Built buses** are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

### Vehicle Ownership

The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospital, service club/community group, non profit organization.

### Vehicle Maintenance

The maintenance of vehicles may be undertaken by the municipality, by the transit authority, by the contracted operator, may be contracted out, or

may be undertaken by others or other means (free service).

**Fleet Distribution by Time of Day**
The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays Sundays, and Holidays illustrates the variation in demand.

**Revenue Vehicle Kilometres**
The total distance travelled during 1990 by vehicles while in revenue service, excluding deadhead to and from the garage, maintenance, training, inter-municipal charter travel and non-dedicated service.

**Total Vehicle Kilometres**
The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, excluding non-dedicated service.

**Revenue Vehicle Hours**
The sum of all vehicle hours scheduled to be in service, excluding non-dedicated services, deadhead to and from the garage, maintenance, and training.

**Total Vehicle Hours**
The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but excluding non-dedicated services.

**Non-Dedicated Service (Taxis, Sedans)**
Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip for non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

## Employees

**Full-time Employee**
A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

**Part-time Employee**
An employee with a work assignment requiring less than 1,820 working hours annually.

**Shared Employee**
An employee whose duties are shared with other departments or services.

**Volunteers**
Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

**Operators**
Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

**Office Staff**
The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and processing of registration applications.

**Maintenance Staff**
The number of paid maintenance employees including vehicle maintenance employees.

**General Administration Staff**
The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

**Operators Union**
The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

**Wage Rates**
The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1990 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

## Financial

**Total Operating Cost**
Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services
- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance)
- operating expenses incurred by municipal employees, including transportation, scheduling and dispatching (including computer-assisted), fuel,premises and plant, depreciation and debenture charges on non-subsidized capital purchases, and other miscellaneous costs
- equipment and vehicle maintenance costs.
- general and administrative expenses.

**Total Operating Revenue**
Total revenue derived from the system operation, including:

- farebox revenue
- fares collected from school charters or other local service within the municipality such as service contracts with institutions
- other operating revenues from such sources as advertising and promotional considerations.

**Donations**
Cash donations from corporations, service clubs, private individuals, and others to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Cost. Donations form part of a municipality's share of the Net Operating Cost, or subsidy.

# INDIVIDUAL SYSTEM STATISTICS

AJAX-PICKERING
HANDI-TRANSIT

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: GEORGE L.J. PAPIK
(416) 683-1179

OPERATIONS CONTACT: M. PETERS
(416) 683-2749

SERVICE STARTED IN: JANUARY 1981
POPULATION SERVED: 120,000
SERVICE AREA (ha): 5,869

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 1 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendants/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | | 800 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $496,991 | $34,664 |
| Non-Dedicated | | |
| TOTAL: | $496,991 | $34,664 |

| | |
|---|---|
| NET OPERATING COST: | $460,327 |
| Provincial Share | $230,164 |
| Municipal Share | $230,163 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendants/Companions | | |
| Other (not eligible) | 25,031 | |
| TOTAL: | 25,031 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 2,503 | 10 % |
| Pre-booked | 6,258 | 25 % |
| Reservation | 15,519 | 62 % |
| Demand-Response | 751 | 3 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0630 to 2300 |
| Saturday | 0820 to 2300 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | X |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.10 | | |
| Child | $1.10 | | |
| Student | $1.10 | | |
| Senior | $1.10 | | |
| Attendent | $1.10 | | |
| Companion | $1.10 | | |
| Other | $1.10 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 7 | 5 | 5 | 3.0 |
| Purpose-Built | 1 | 10 | 14 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 8 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 4-8 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 7 | 6 | 3 | 6 | 6 | 1 | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 269,194 |
| Total | 308,420 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 13,540 |
| Total | 0 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 6 | 1 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 7 | 1 | | |

OPERATORS UNION: CUPE Local 129
CONVENTIONAL UNION: CUPE Local 129

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $15.73 | $15.73 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 7.0 % |
| Net Operating Cost/Capita | $3.83 |
| Municipal Net Cost/Capita | $1.91 |
| Share of Net Cost | |
| - Provincial | 50 % |
| - Municipal (incl. Donations) | 50 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $36.55 |
| Cost/Kilometre | $1.83 |
| Maintenance Cost/Kilometre | - |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0070 |
| Revenue Vehicle Hours/Capita | 0.113 |
| Trips/Capita | 0.209 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $19.78 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,083 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.85 |
| Kilometres/Hour | 19.8 |
| Average Kilometres/Trip | 10.8 |
| Trips/Registrant | 31.29 |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,692 |
| Kilometres/Vehicle | 33,649 |

AMHERSTBURG
AAM CARE-A-VAN

SERVICE OPERATED BY:
Service Club

MUNICIPAL CONTACT:

OPERATIONS CONTACT: DONNA CAUCHI
(519) 736-2520

SERVICE STARTED IN: SEPTEMBER 1988
POPULATION SERVED: 16,298
SERVICE AREA (ha): 19,193

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendants/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $38,877 | |
| Non-Dedicated | | $3,289 |
| TOTAL: | $38,877 | $3,289 |

| | |
|---|---|
| NET OPERATING COST: | $35,588 |
| Provincial Share | $0 |
| Municipal Share | $0 |
| Donations | $8,138 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 516 | |
| - Ambulatory | 2,224 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 2,740 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | | - % |
| Reservation | 986 | 35 % |
| Demand-Response | | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0900 to 1700 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.50 | | |
| Child | $1.50 | | |
| Student | $1.50 | | |
| Senior | $1.50 | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
TRIP TO CITY - $4.00

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 8 | 2.5 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: LOCAL BUS COMPANY

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 0 |
| Total | 0 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 2,008 |
| Total | 2,008 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:

| | |
|---|---|
| Flat Rate/Trip | X |
| Per Hour | |
| Per Kilometre | |
| Meter Rate | |

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | 1 | | |
| TOTAL: | 1 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $9.13 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 8.4 % |
| Net Operating Cost/Capita | $2.18 |
| Municipal Net Cost/Capita | $0.49 |
| Share of Net Cost | |
| - Provincial | % |
| - Municipal (incl. Donations) | 100 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $19.36 |
| Cost/Kilometre | |
| Maintenance Cost/Kilometre | - |

SERVICE

| | |
|---|---|
| Registrants/Capita | |
| Revenue Vehicle Hours/Capita | 0.123 |
| Trips/Capita | 0.168 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $14.19 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,008 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.37 |
| Kilometres/Hour | - |
| Average Kilometres/Trip | - |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,008 |
| Kilometres/Vehicle | - |

**BARRIE**
**B.A.C.T.S.**

**SERVICE OPERATED BY:**
Non-Profit Organization

**MUNICIPAL CONTACT:** GEORGE KAVECKAS
(705) 739-4208

**OPERATIONS CONTACT:** CHRIS PARKER
(705) 737-2304

**SERVICE STARTED IN:** FEBRUARY 1980
**POPULATION SERVED:** 54,000
**SERVICE AREA (ha):** 7,200

**ADVISORY COMMITTEE?** Yes
**NUMBER OF MEMBERS:** 9

## REGISTRANTS

**LOCAL ELIGIBILITY CRITERION:**

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 6 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

**NUMBER OF REGISTRANTS:**

| | | |
|---|---|---|
| Eligible - Wheelchair | 307 | 52% |
| - Ambulatory | 265 | 45% |
| - Temporary | 8 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 580 | |

**HOW OFTEN IS LIST OF REGISTRANTS SCREENED:**
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

**OPERATING COSTS AND REVENUES:**

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $292,455 | $20,715 |
| Non-Dedicated | | |
| TOTAL: | $292,455 | $20,715 |

| | |
|---|---|
| NET OPERATING COST: | $271,740 |
| Provincial Share | $142,692 |
| Municipal Share | $129,048 |
| Donations | $11,500 |

**ANNUAL ONE-WAY TRIPS:**

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | 928 |
| - Ambulatory | | |
| Attendants/Companions | 2,514 | |
| Other (not eligible) | 19,994 | |
| TOTAL: | 22,508 | 928 |

**TRIP TYPES:**

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | | - % |
| Reservation | | - % |
| Demand-Response | 307 | 1 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 2,100 |
| NO-SHOWS: | |

## SERVICE

**TYPE:**
Door to Door
Curb to Curb
Accessible Door X

**HOURS OF SERVICE:**

| | |
|---|---|
| Weekdays | 0730 to 2330 |
| Saturday | 0900 to 2330 |
| Sunday | to |
| Holidays | to |

**CALL-INS:**
No Minimum, Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | X |
| Scheduling | X | |
| Dispatching | X | |

**FARE STRUCTURE:**

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $1.00 | |
| Child | $1.00 | $1.00 | |
| Student | $1.00 | $1.00 | |
| Senior | $1.00 | $1.00 | |
| Attendant | $1.00 | $1.00 | |
| Companion | $1.00 | $1.00 | |
| Other | $1.00 | $1.00 | |

**OTHER METHODS OF PAYING FARE:**

**COMPARISON WITH CONVENTIONAL TRANSIT:**

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, 0.95 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 5 | 4 | 1.0 |
| Small Buses | 3 | 5 | 4 | 3.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 4 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 3 | 3 | 3 | 1 | | |
| Saturday | | 1 | 2 | 2 | 2 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 29,046
- Total 29,046

ANNUAL HOURS:
- Revenue 8,597
- Total 8,597

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: CUSTOMER SIGNATURE

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 3 | 5 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 5 | 5 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.19 | $12.00 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 7.0 %

| | |
|---|---|
| Net Operating Cost/Capita | $5.03 |
| Municipal Net Cost/Capita | $2.39 |
| Share of Net Cost | |
| - Provincial | 52 % |
| - Municipal (incl. Donations) | 47 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $34.01 |
| Cost/Kilometre | $10.06 |
| Maintenance Cost/Kilometre | $1.151 |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0110 |
| Revenue Vehicle Hours/Capita | 0.159 |
| Trips/Capita | 0.387 |
| Trips by Non-Dedicated Service | 4.44 % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $14.63 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,563 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.33 |
| Kilometres/Hour | 3.3 |
| Average Kilometres/Trip | 1.45 |
| Trips/Registrant | 36.07 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 10.04 % |
| No-Shows | - % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,149 |
| Kilometres/Vehicle | 7,261 |

BELLEVILLE
MOBILITY BUS

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: LINDA D. SASENIUK
(613) 967-3212

OPERATIONS CONTACT: AL PARKHURST
(613) 968-5888

SERVICE STARTED IN: FEBRUARY 1983
POPULATION SERVED: 35,479
SERVICE AREA (ha): 3,100

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 142 | 46% |
| - Ambulatory | 42 | 13% |
| - Temporary | 11 | 3% |
| Attendants/Companions | 113 | 36% |
| Other (not eligible) | | - % |
| TOTAL: | 308 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $58,499 | $6,341 |
| Non-Dedicated | | |
| TOTAL: | $58,499 | $6,341 |

| | |
|---|---|
| NET OPERATING COST: | $52,158 |
| Provincial Share | $32,982 |
| Municipal Share | $19,110 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendants/Companions | | |
| Other (not eligible) | 5,568 | |
| TOTAL: | 5,568 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 08:00 to 23:45 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| VEHICLE TYPES: | | | | |
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 4 | 2 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 1 | 1 | 1 | 2 | 1 | 1 | |
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 25,552 |
| Total | 25,552 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 3,172 |
| Total | 3,172 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 1 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 2 | | |
| TOTAL: | 1 | 5 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: CBRT&GW Local 126

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $9.25 | $15.15 |
| Maintenance | N/A | 15.99 |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 10.8 % |
| Net Operating Cost/Capita | $1.47 |
| Municipal Net Cost/Capita | $0.53 |
| Share of Net Cost | |
| - Provincial | 63 % |
| - Municipal (incl. Donations) | 36 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $18.44 |
| Cost/Kilometre | $2.28 |
| Maintenance Cost/Kilometre | $0.050 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0090 |
| Revenue Vehicle Hours/Capita | 0.089 |
| Trips/Capita | 0.157 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $10.51 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,114 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.76 |
| Kilometres/Hour | 8.0 |
| Average Kilometres/Trip | 4.59 |
| Trips/Registrant | 18.08 |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,586 |
| Kilometres/Vehicle | 12,776 |

BRANTFORD
OPERATION LIFT

MUNICIPAL CONTACT: W.A. COULSON
(519) 759-4150

OPERATIONS CONTACT: KEVIN WILLIAMS
(519) 756-2170

SERVICE STARTED IN: DECEMBER 1975
POPULATION SERVED: 78,000
SERVICE AREA (ha): 7,100

SERVICE OPERATED BY:
Non-Profit Organization

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 15

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 4 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendants/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | | 835 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $273,139 | $23,515 |
| Non-Dedicated | | $34,591 |
| TOTAL: | $273,139 | $58,106 |

| | |
|---|---|
| NET OPERATING COST: | $215,033 |
| Provincial Share | $179,253 |
| Municipal Share | $30,870 |
| Donations | $147,592 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendants/Companions | | |
| Other (not eligible) | 26,118 | |
| TOTAL: | 26,118 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 1,444 |
| NO-SHOWS: | 338 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 2130 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 30 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | 20/$20.00 | |
| Child | $1.00 | 20/$20.00 | |
| Student | | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | $1.00 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
BOARD OF EDUCATION CONTRACTS

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 5 | 4 | 4 | 6.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 5 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Transit Authority

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-24 | 24-46 | 46-69 | 69-92 | 92-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 5 | 4 | 5 | 5 | 5 | 1 | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 162,165
- Total 162,165

ANNUAL HOURS:
- Revenue 9,321
- Total 9,321

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:
- RATE PER TRIP = $11.9

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 5 | 2 | | |
| Office | 2 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | 2 | | 1 |
| TOTAL: | 8 | 5 | | 1 |

OPERATORS UNION: N/A
CONVENTIONAL UNION: Local

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.40 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 21.2 %
Net Operating Cost/Capita: $2.75
Municipal Net Cost/Capita: $2.28
Share of Net Cost
- Provincial: 50 %
- Municipal (incl. Donations): 49 %

### EFFICIENCY (Dedicated Service Only)

Cost/Hour: $29.30
Cost/Kilometre: $1.68
Maintenance Cost/Kilometre: $0.138

### SERVICE

Registrants/Capita: 0.0110
Revenue Vehicle Hours/Capita: 0.120
Trips/Capita: 0.335
Trips by Non-Dedicated Service: - %

### EFFECTIVENESS

Cost/Trip - Dedicated: $10.46
- Non-Dedicated: -

### LABOUR PRODUCTIVITY

Hours/Operator: 1,553

### SERVICE UTILIZATION

Trips/Hour: 2.80
Kilometres/Hour: 17.4
Average Kilometres/Trip: 6.21
Trips/Registrant: 31.28
Unaccommodated Trip Requests: - %
Cancellations: 5.53 %
No-Shows: 1.29 %

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle: 1,864
Kilometres/Vehicle: 32,433

BROCKVILLE
BROCKVILLE PARA-TRANSIT

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT:

OPERATIONS CONTACT: DEAN HUMBLE
(613) 345-7272

SERVICE STARTED IN: AUGUST 1988
POPULATION SERVED: 20,760
SERVICE AREA (ha): 2,067

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 4 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 116 | 65% |
| - Ambulatory | 58 | 32% |
| - Temporary | 4 | 2% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 178 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | Every 2 or 3 Years |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $94,227 | $8,168 |
| Non-Dedicated | | |
| TOTAL: | $94,227 | $8,168 |

| | |
|---|---|
| NET OPERATING COST: | $86,059 |
| Provincial Share | $51,639 |
| Municipal Share | $38,088 |
| Donations | $4,500 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,814 | |
| - Ambulatory | 4,268 | |
| Attendants/Companions | 1,086 | |
| Other (not eligible) | | |
| TOTAL: | 8,168 | 0 |

| | | |
|---|---|---|
| TRIP TYPES: | | |
| Subscription | 15 | 0 % |
| Pre-booked | 30 | 0 % |
| Reservation | 6,500 | 79 % |
| Demand-Response | 537 | 6 % |
| UNACCOMMODATED TRIP REQUESTS: | | |
| CANCELLED TRIPS: | | 772 |
| NO-SHOWS: | | |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 2200 |
| Saturday | 0700 to 1900 |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | $1.00 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Same |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 7 | 8.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 23,040
- Total 23,040

ANNUAL HOURS:
- Revenue 1,622
- Total 1,622

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | 1 | | | |
| Maintenance | | 1 | | |
| Administration | | | | |
| TOTAL: | 2 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: CUPE Local 115

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $8.75 | $11.13 |
| Maintenance | 15.00 | 16.45 |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 8.6 %

Net Operating Cost/Capita: $4.14
Municipal Net Cost/Capita: $2.05
Share of Net Cost
- Provincial: 54 %
- Municipal (incl. Donations): 45 %

### EFFICIENCY (Dedicated Service Only)

Cost/Hour: $58.09
Cost/Kilometre: $4.09
Maintenance Cost/Kilometre: -

### SERVICE

Registrants/Capita: 0.0090
Revenue Vehicle Hours/Capita: 0.078
Trips/Capita: 0.341
Trips by Non-Dedicated Service: - %

### EFFECTIVENESS

Cost/Trip - Dedicated: $13.31
- Non-Dedicated: -

### LABOUR PRODUCTIVITY

Hours/Operator: 1,622

### SERVICE UTILIZATION

Trips/Hour: 4.37
Kilometres/Hour: 14.2
Average Kilometres/Trip: 3.25
Trips/Registrant: 39.79
Unaccommodated Trip Requests: - %
Cancellations: 10.90 %
No-Shows: - %

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle: 1,622
Kilometres/Vehicle: 23,040

BURK'S FALLS
PARA-BUS

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: JARVIS W. OSBORNE
(705) 382-3138

OPERATIONS CONTACT:

SERVICE STARTED IN: NOVEMBER 1989
POPULATION SERVED: 9,063
SERVICE AREA (ha): 316

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Mun./Health Prof. | |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | |
|---|---|
| Eligible - Wheelchair | - % |
| - Ambulatory | - % |
| - Temporary | - % |
| Attendants/Companions | - % |
| Other (not eligible) | - % |
| TOTAL: | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $2,677 | $2,269 |
| Non-Dedicated | | |
| TOTAL: | $2,677 | $2,269 |

| | |
|---|---|
| NET OPERATING COST: | $408 |
| Provincial Share | $0 |
| Municipal Share | $0 |
| Donations | $100 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 0 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0830 to 1600 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.50 | | |
| Child | $1.50 | | |
| Student | $1.50 | | |
| Senior | $1.50 | | |
| Attendant | $1.50 | | |
| Companion | $1.50 | | |
| Other | $1.50 | | |

OTHER METHODS OF PAYING FARE:
$1.00 ON WEDNESDAYS

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 2 | | 2.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 1,568
- Total 2,000

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | | | 2 |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 1 | | | 2 |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 84.7 %

Net Operating Cost/Capita $0.04
Municipal Net Cost/Capita $0.01
Share of Net Cost
- Provincial %
- Municipal (incl. Donations) 100 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $1.70
Cost/Kilometre
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita
Revenue Vehicle Hours/Capita 0.173
Trips/Capita
Trips by Non-Dedicated Service - %

EFFECTIVENESS

Cost/Trip - Dedicated -
- Non-Dedicated -

LABOUR PRODUCTIVITY

Hours/Operator 1,568

SERVICE UTILIZATION
Trips/Hour -
Kilometres/Hour -
Average Kilometres/Trip -
Trips/Registrant -
Unaccommodated Trip Requests - %
Cancellations - %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle 1,568
Kilometres/Vehicle -

BURLINGTON
HANDI-VAN

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: MR. DON HAMMOND
(416) 335-7797

OPERATIONS CONTACT: MR. DON HAMMOND
(416) 335-7797

SERVICE STARTED IN: 1973
POPULATION SERVED: 125,260
SERVICE AREA (ha): 18,900

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 5 |
| ADVISORY CMTE IS ALSO ELIGIBILITY | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 360 | 62% |
| - Ambulatory | 200 | 34% |
| - Temporary | 20 | 3% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 580 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | Every 2 or 3 Years |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $348,141 | $34,306 |
| Non-Dedicated | $3,914 | |
| TOTAL: | $352,055 | $34,306 |

| | |
|---|---|
| NET OPERATING COST: | $317,749 |
| Provincial Share | $180,966 |
| Municipal Share | $136,743 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 15,637 | 270 |
| - Ambulatory | 7,736 | 270 |
| Attendants/Companions | 551 | |
| Other (not eligible) | | |
| TOTAL: | 23,924 | 540 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | 12,232 | 51 % |
| Reservation | 9,786 | 40 % |
| Demand-Response | 2,446 | 10 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 1,957 |
| NO-SHOWS: | 490 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 07:00 to 23:00 |
| Saturday | 07:00 to 23:00 |
| Sunday | 09:00 to 17:00 |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.20 | 10/$12.00 | |
| Child | $1.20 | 10/$12.00 | |
| Student | $1.20 | 10/$12.00 | |
| Senior | $1.20 | 10/$12.00 | |
| Attendant | $1.20 | 10/$12.00 | |
| Companion | $1.20 | 10/$12.00 | |
| Other | $1.20 | 10/$12.00 | |

OTHER METHODS OF PAYING FARE:
CHARTER RATE IS $25 PER HOUR

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Same |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| Station Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 7 | 7 | 7 | 4.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 7 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 5 | 5 | 5 | 2 | 1 | 1 | |
| Saturday | | 2 | 2 | 2 | 1 | 1 | 1 | |
| Sunday | | 1 | 1 | 1 | 1 | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 208,449
- Total 215,449

ANNUAL HOURS:
- Revenue 11,120
- Total 11,120

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
- REASONABLE COST BASED

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 5 | 4 | | |
| Office | 1 | 2 | | |
| Maintenance | | 2 | | |
| Administration | | 3 | | |
| TOTAL: | 6 | 11 | | |

OPERATORS UNION: CUPE Local 2723
CONVENTIONAL UNION: CUPE Local 2723

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $15.34 | $15.34 |
| Maintenance | 18.04 | 18.04 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 9.7 %

Net Operating Cost/Capita $2.53
Municipal Net Cost/Capita $1.09
Share of Net Cost
- Provincial 56 %
- Municipal (incl. Donations) 43 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $31.30
Cost/Kilometre $1.67
Maintenance Cost/Kilometre $0.226

SERVICE
Registrants/Capita 0.0050
Revenue Vehicle Hours/Capita 0.089
Trips/Capita 0.191
Trips by Non-Dedicated Service 2.26 %

EFFECTIVENESS
Cost/Trip - Dedicated $14.90
- Non-Dedicated $7.25

LABOUR PRODUCTIVITY
Hours/Operator 1,588

SERVICE UTILIZATION
Trips/Hour 2.10
Kilometres/Hour 18.7
Average Kilometres/Trip 8.92
Trips/Registrant 41.23
Unaccommodated Trip Requests - %
Cancellations 8.18 %
No-Shows 2.05 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,588
Kilometres/Vehicle 29,778

CAMBRIDGE
DISABLED SERVICE

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: RICH SCHRAM
(519) 623-1340

OPERATIONS CONTACT: DEBORAH FIGUERIEDO
(519) 623-7721

SERVICE STARTED IN: MARCH 1976
POPULATION SERVED: 88,600
SERVICE AREA (ha): 11,391

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 141 | 27% |
| - Ambulatory | 366 | 72% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 507 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $105,531 | $25,779 |
| Non-Dedicated | $67,514 | |
| TOTAL: | $173,045 | $25,779 |

| | |
|---|---|
| NET OPERATING COST: | $147,266 |
| Provincial Share | $116,970 |
| Municipal Share | $66,541 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,778 | 2,184 |
| - Ambulatory | 3,598 | 10,263 |
| Attendents/Companions | 504 | 725 |
| Other (not eligible) | | |
| TOTAL: | 6,880 | 13,172 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 3,883 | 56 % |
| Pre-booked | 2,160 | 31 % |
| Reservation | 13,992 | 203 % |
| Demand-Response | 17 | 0 % |
| UNACCOMMODATED TRIP REQUESTS: | | 12 |
| CANCELLED TRIPS: | | 2,347 |
| NO-SHOWS: | | 8 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 2300 |
| Saturday | 1200 to 1700 |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., Max. 28 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.50 | | |
| Child | $1.10 | | |
| Student | $1.10 | | |
| Senior | $1.10 | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $1.15 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 2 | 5 | 5 | 2.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Transit Authority

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 2 | 2 | 2 | 1 | 2 | 2 | |
| Saturday | | | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 67,257
- Total 72,057

ANNUAL HOURS:
- Revenue 3,432
- Total 3,640

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 2

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: COMPARE RECEIPTS

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | | | |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 3 | 1 | | |

OPERATORS UNION: ATU Local 1608
CONVENTIONAL UNION: ATU Local 1608

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.85 | $13.85 |
| Maintenance | 16.56 | 16.56 |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost 14.8 %

| | |
|---|---|
| Net Operating Cost/Capita | $1.66 |
| Municipal Net Cost/Capita | $0.75 |
| Share of Net Cost | |
| - Provincial | 63 % |
| - Municipal (incl. Donations) | 36 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $30.74 |
| Cost/Kilometre | $1.56 |
| Maintenance Cost/Kilometre | $0.083 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0060 |
| Revenue Vehicle Hours/Capita | 0.039 |
| Trips/Capita | 0.212 |
| Trips by Non-Dedicated Service | 66.13 % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $16.55 |
| - Non-Dedicated | $5.42 |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,716 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.86 |
| Kilometres/Hour | 19.6 |
| Average Kilometres/Trip | 10.5 |
| Trips/Registrant | 37.13 |
| Unaccommodated Trip Requests | 0.06 % |
| Cancellations | 12.47 % |
| No-Shows | 0.04 % |

VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,716 |
| Kilometres/Vehicle | 33,628 |

CHATHAM
KANDI-BUS

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: BLAIR ANDERSON
(519) 436-3278

OPERATIONS CONTACT: REG DEMURE
(519) 352-1920

SERVICE STARTED IN: APRIL 1973
POPULATION SERVED: 42,000
SERVICE AREA (ha): 2,812

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | X |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 243 | 50% |
| - Ambulatory | 92 | 19% |
| - Temporary | 9 | 1% |
| Attendants/Companions | 139 | 28% |
| Other (not eligible) | | - % |
| TOTAL: | 483 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $68,230 | $8,400 |
| Non-Dedicated | | |
| TOTAL: | $68,230 | $8,400 |
| NET OPERATING COST: | | $59,830 |
| Provincial Share | | $36,800 |
| Municipal Share | | $23,030 |
| Donations | | $7,300 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,060 | |
| - Ambulatory | 2,900 | |
| Attendants/Companions | 750 | |
| Other (not eligible) | | |
| TOTAL: | 6,710 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 3,355 | 50 % |
| Pre-booked | 1,007 | 15 % |
| Reservation | 2,013 | 30 % |
| Demand-Response | 336 | 5 % |
| UNACCOMMODATED TRIP REQUESTS: | 8 | |
| CANCELLED TRIPS: | 492 | |
| NO-SHOWS: | 7 | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1800 |
| Saturday | 0800 to 1800 |
| Sunday | 0900 to 1400 |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.40 | | |
| Child | $1.40 | | |
| Student | $1.40 | | |
| Senior | $1.40 | | |
| Attendant | | | |
| Companion | $1.40 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $0.90 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 1 | 5 | 4 | 2.0 |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | 1 | 1 | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 3,550
- Total 3,550

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 1 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL: | 1 | 4 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.00 | $12.90 |
| Maintenance | 14.80 | 14.80 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 12.3 %
Net Operating Cost/Capita $1.42
Municipal Net Cost/Capita $0.72
Share of Net Cost
- Provincial 54 %
- Municipal (incl. Donations) 45 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $19.22
Cost/Kilometre -
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita 0.0120
Revenue Vehicle Hours/Capita 0.085
Trips/Capita 0.142
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $11.45
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 2,366

SERVICE UTILIZATION
Trips/Hour 1.68
Kilometres/Hour -
Average Kilometres/Trip -
Trips/Registrant 12.34
Unaccommodated Trip Requests 0.13 %
Cancellations 8.26 %
No-Shows 0.12 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 3,550
Kilometres/Vehicle -

COBOURG
HANDI TRANS (WHEELS)

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: DONNA PEARSE
(416) 372-4555

OPERATIONS CONTACT: GARTH HAGGERTY
(416) 372-3300

SERVICE STARTED IN: JUNE 1984
POPULATION SERVED: 13,256
SERVICE AREA (ha): 1,582

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 11

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 139 | 54% |
| - Ambulatory | 115 | 45% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 254 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $45,798 | $4,808 |
| Non-Dedicated | | $16,207 |
| TOTAL: | $45,798 | $21,015 |

| | |
|---|---|
| NET OPERATING COST: | $24,783 |
| Provincial Share | $18,587 |
| Municipal Share | $6,195 |
| Donations | $4,466 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,933 | |
| - Ambulatory | 2,027 | |
| Attendants/Companions | 1,195 | |
| Other (not eligible) | | |
| TOTAL: | 6,155 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,937 | 47 % |
| Pre-booked | 96 | 1 % |
| Reservation | 3,000 | 48 % |
| Demand-Response | 122 | 1 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 46 |
| CANCELLED TRIPS: | 342 |
| NO-SHOWS: | 15 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1700 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
SCHOOL BOARD CONTRACTS $4.50/TRIP

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $0.70 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 4 | 6.0 |
| Small Buses | 1 | 5 | 4 | 1.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 1 | 1 | 2 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 39,785
- Total 39,785

ANNUAL HOURS:
- Revenue 2,259
- Total 2,259

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 3 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | 1 | | |
| TOTAL: | 1 | 4 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.00 | $9.00 |
| Maintenance | N/A | 16.00 |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost — 45.8 %

| | |
|---|---|
| Net Operating Cost/Capita | $1.87 |
| Municipal Net Cost/Capita | $0.80 |
| Share of Net Cost | |
| - Provincial | 63 % |
| - Municipal (incl. Donations) | 36 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $20.27 |
| Cost/Kilometre | $1.15 |
| Maintenance Cost/Kilometre | - |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0190 |
| Revenue Vehicle Hours/Capita | 0.170 |
| Trips/Capita | 0.374 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $9.23 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 903 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.20 |
| Kilometres/Hour | 17.6 |
| Average Kilometres/Trip | 8.02 |
| Trips/Registrant | 19.53 |
| Unaccommodated Trip Requests | 0.93 % |
| Cancellations | 6.90 % |
| No-Shows | 0.30 % |

VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,129 |
| Kilometres/Vehicle | 19,892 |

COLLINGWOOD
A.C.T.S.

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: K. ASTILL
(705) 445-1292

OPERATIONS CONTACT: H. HANSON
(705) 445-5812

SERVICE STARTED IN: JUNE 1989
POPULATION SERVED: 12,500
SERVICE AREA (ha): 1,979

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 5 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 55 | 41% |
| - Ambulatory | 77 | 57% |
| - Temporary | 1 | 0% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 133 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $67,574 | $3,493 |
| Non-Dedicated | | |
| TOTAL: | $67,574 | $3,493 |

| | |
|---|---|
| NET OPERATING COST: | $64,081 |
| Provincial Share | $32,041 |
| Municipal Share | $32,040 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,095 | |
| - Ambulatory | 1,223 | |
| Attendants/Companions | 175 | |
| Other (not eligible) | | |
| TOTAL: | 3,493 | 0 |

| | | |
|---|---|---|
| TRIP TYPES: | | |
| Subscription | 520 | 14 % |
| Pre-booked | | - % |
| Reservation | | - % |
| Demand-Response | 2,973 | 85 % |
| UNACCOMMODATED TRIP REQUESTS: | | |
| CANCELLED TRIPS: | | 190 |
| NO-SHOWS: | | |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1700 |
| Saturday | 0800 to 1700 |
| Sunday | to |
| Holidays | to |

CALL-INS: No Minimum, No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | $1.00 | | |
| Other | $1.00 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 4 | 6 | 2.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 11,600
- Total 14,200

ANNUAL HOURS:
- Revenue 2,595
- Total 2,736

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 2 | | |
| TOTAL: | 1 | 4 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.05 | $10.05 |
| Maintenance | 10.00 | 10.00 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 5.1 %
Net Operating Cost/Capita $5.12
Municipal Net Cost/Capita $2.56
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $26.04
Cost/Kilometre $5.82
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita 0.0110
Revenue Vehicle Hours/Capita 0.208
Trips/Capita 0.265
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $20.37
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 2,595

SERVICE UTILIZATION
Trips/Hour 1.28
Kilometres/Hour 4.4
Average Kilometres/Trip 3.50
Trips/Registrant 24.95
Unaccommodated Trip Requests - %
Cancellations 5.73 %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 2,595
Kilometres/Vehicle 11,600

CORNWALL
HANDI-TRANSIT

MUNICIPAL CONTACT: SHERMAN GOODWIN
(613) 933-8177

OPERATIONS CONTACT: SHERMAN GOODWIN
(613) 933-8177

SERVICE STARTED IN: AUGUST 1981
POPULATION SERVED: 45,529
SERVICE AREA (ha): 6,345

SERVICE OPERATED BY:
Municipality

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 331 | 27% |
| - Ambulatory | 863 | 72% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 1,194 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $236,337 | $21,276 |
| Non-Dedicated | | |
| TOTAL: | $236,337 | $21,276 |

| | |
|---|---|
| NET OPERATING COST: | $215,061 |
| Provincial Share | $101,079 |
| Municipal Share | $113,982 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 8,015 | |
| - Ambulatory | 7,240 | |
| Attendants/Companions | 1,492 | |
| Other (not eligible) | | |
| TOTAL: | 16,747 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 7,117 | 42 % |
| Pre-booked | 3,517 | 21 % |
| Reservation | 6,113 | 36 % |
| Demand-Response | | - % |
| UNACCOMMODATED TRIP REQUESTS: | | 188 |
| CANCELLED TRIPS: | | 4,021 |
| NO-SHOWS: | | 208 |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | |
| Accessible Door | |

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0615 to 2330 |
| Saturday | 0615 to 2330 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.25 | $12.50 | |
| Child | $1.25 | $12.50 | |
| Student | $1.25 | $12.50 | |
| Senior | $1.25 | $12.50 | |
| Attendant | $1.25 | $12.50 | |
| Companion | $1.25 | $12.50 | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Same |
| Fare Structure | Different, $0.95 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 5 | 4 | 1.5 |
| Purpose-Built | 2 | 6 | 7 | 1.5 |
| Other | | | | |
| TOTAL VEHICLES: | 4 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 3 | 3 | 1 | 1 | 1 | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 97,754
- Total 97,754

ANNUAL HOURS:
- Revenue 9,419
- Total 9,419

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 4 | | 4 | |
| Office | | | 2 | |
| Maintenance | | | 3 | |
| Administration | | | 2 | |
| TOTAL: | 4 | | 11 | |

OPERATORS UNION: ATU Local 946
CONVENTIONAL UNION: ATU Local 946

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.51 | $13.51 |
| Maintenance | 15.20 | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost: 9.0 %

| | |
|---|---|
| Net Operating Cost/Capita | $4.72 |
| Municipal Net Cost/Capita | $2.50 |
| Share of Net Cost | |
| - Provincial | 47 % |
| - Municipal (incl. Donations) | 53 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $25.09 |
| Cost/Kilometre | $2.41 |
| Maintenance Cost/Kilometre | $0.157 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0260 |
| Revenue Vehicle Hours/Capita | 0.207 |
| Trips/Capita | 0.335 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $15.49 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,569 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.62 |
| Kilometres/Hour | 10.3 |
| Average Kilometres/Trip | 6.41 |
| Trips/Registrant | 12.78 |
| Unaccommodated Trip Requests | 1.23 % |
| Cancellations | 26.36 % |
| No-Shows | 1.36 % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,354 |
| Kilometres/Vehicle | 24,438 |

DRYDEN
HANDI-TRANSIT

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: BRUCE HOFFSTROM
(807) 223-1127

OPERATIONS CONTACT: JUDI STRATTON
(807) 223-3568

SERVICE STARTED IN: NOVEMBER 1975
POPULATION SERVED: 6,219
SERVICE AREA (ha): 1,686

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 1,334 | 67% |
| - Ambulatory | 500 | 25% |
| - Temporary | 135 | 6% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 1,969 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Withing Last 5 Year

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $45,527 | $2,592 |
| Non-Dedicated | | $3,960 |
| TOTAL: | $45,527 | $6,552 |

| | |
|---|---|
| NET OPERATING COST: | $38,975 |
| Provincial Share | $19,488 |
| Municipal Share | $19,487 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 668 | |
| - Ambulatory | 342 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 1,010 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 590 | 58 % |
| Pre-booked | 245 | 24 % |
| Reservation | 130 | 12 % |
| Demand-Response | 45 | 4 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 10 |
| NO-SHOWS: | 5 |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | |
| Accessible Door | |
| HOURS OF SERVICE: | |
| Weekdays | 0800 to 1630 |
| Saturday | to |
| Sunday | to |
| Holidays | to |
| CALL-INS: | |
| Minimum 4 Hrs., Max. 1 Days | |

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $2.00 | | |
| Senior | $1.00 | | |
| Attendant | | | |
| Companion | $1.00 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
STUDENT FARES PAID BY BD. OF EDUC

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 8 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 8,921 |
| Total | 9,021 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 1,848 |
| Total | 1,848 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | 1 | | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: IBEW Local 1730

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $15.00 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 14.3 % |
| Net Operating Cost/Capita | $6.26 |
| Municipal Net Cost/Capita | $3.13 |
| Share of Net Cost | |
| - Provincial | 50 % |
| - Municipal (incl. Donations) | 50 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $24.63 |
| Cost/Kilometre | $5.10 |
| Maintenance Cost/Kilometre | $0.330 |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.3170 |
| Revenue Vehicle Hours/Capita | 0.297 |
| Trips/Capita | 0.162 |
| Trips by Non-Dedicated Service | - % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $45.08 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,848 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | .547 |
| Kilometres/Hour | 4.8 |
| Average Kilometres/Trip | 8.83 |
| Trips/Registrant | 0.513 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 0.99 % |
| No-Shows | 0.50 % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,848 |
| Kilometres/Vehicle | 8,921 |

ELLIOT LAKE
HANDILIFT

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: MIKE PERKINS
(705) 461-7203

OPERATIONS CONTACT: MIKE PERKINS
(705) 461-7203

SERVICE STARTED IN: FEBRUARY 1978
POPULATION SERVED: 13,500
SERVICE AREA (ha): 2,500

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 24 | 26% |
| - Ambulatory | 62 | 68% |
| - Temporary | 4 | 4% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 90 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $50,982 | $1,852 |
| Non-Dedicated | | |
| TOTAL: | $50,982 | $1,852 |

| | |
|---|---|
| NET OPERATING COST: | $49,130 |
| Provincial Share | $26,504 |
| Municipal Share | $22,626 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,296 | |
| - Ambulatory | 2,101 | |
| Attendants/Companions | 391 | |
| Other (not eligible) | | |
| TOTAL: | 3,788 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 380 | 10 % |
| Pre-booked | 760 | 20 % |
| Reservation | 1,900 | 50 % |
| Demand-Response | 760 | 20 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 1900 |
| Saturday | 0700 to 1900 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.10 | | |
| Child | $1.10 | | |
| Student | $1.10 | | |
| Senior | $1.10 | | |
| Attendant | $1.10 | | |
| Companion | $1.10 | | |
| Other | $1.10 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Same |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 10 | 14.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 16,972 |
| Total | 17,665 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 1,916 |
| Total | 2,017 |

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | 2 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL: | | 5 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $8.00 | N/A |
| Maintenance | 16.58 | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost: 3.6 %

| | |
|---|---|
| Net Operating Cost/Capita | $3.63 |
| Municipal Net Cost/Capita | $1.67 |
| Share of Net Cost | |
| - Provincial | 53 % |
| - Municipal (incl. Donations) | 46 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.60 |
| Cost/Kilometre | $3.00 |
| Maintenance Cost/Kilometre | $0.170 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0070 |
| Revenue Vehicle Hours/Capita | 0.142 |
| Trips/Capita | 0.252 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $15.01 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,916 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.77 |
| Kilometres/Hour | 8.8 |
| Average Kilometres/Trip | 5.00 |
| Trips/Registrant | 37.74 |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,916 |
| Kilometres/Vehicle | 16,972 |

ESPANOLA
JUBILEE BUS

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: MERVYN SHEPPARD
(705) 869-1540

OPERATIONS CONTACT: MERVYN SHEPPARD
(705) 869-1540

SERVICE STARTED IN: SEPTEMBER 1986
POPULATION SERVED: 5,276
SERVICE AREA (ha): 1,782

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 6 | 7% |
| - Ambulatory | 52 | 61% |
| - Temporary | 4 | 4% |
| Attendants/Companions | 22 | 26% |
| Other (not eligible) | | - % |
| TOTAL: | 84 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $17,289 | $3,540 |
| Non-Dedicated | | |
| TOTAL: | $17,289 | $3,540 |

| | |
|---|---|
| NET OPERATING COST: | $13,749 |
| Provincial Share | $9,704 |
| Municipal Share | $3,234 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 416 | |
| - Ambulatory | 938 | |
| Attendants/Companions | 416 | |
| Other (not eligible) | | |
| TOTAL: | 1,770 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 1,248 | 70 % |
| Pre-booked | | - % |
| Reservation | 522 | 29 % |
| Demand-Response | | - % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 156 |
| NO-SHOWS: | |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | |
| Accessible Door | |
| HOURS OF SERVICE: | |
| Weekdays | 0930 to 1530 |
| Saturday | to |
| Sunday | to |
| Holidays | to |
| CALL-INS: | |
| Minimum 24 Hrs., Max. 2 Days | |

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | | |
| Senior | $1.00 | | |
| Attendant | | | |
| Companion | $1.00 | | |
| Other | $1.00 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 2 | 9 | 5.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 11,563
- Total 11,587

ANNUAL HOURS:
- Revenue 935
- Total 936

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | 1 | | |
| Office | | | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL: | | 3 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $9.00 | N/A |
| Maintenance | 18.04 | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 20.4 %
- Net Operating Cost/Capita: $2.60
- Municipal Net Cost/Capita: $0.61
- Share of Net Cost
  - Provincial: 75 %
  - Municipal (incl. Donations): 24 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $18.49
- Cost/Kilometre: $1.49
- Maintenance Cost/Kilometre: $0.316

SERVICE
- Registrants/Capita: 0.0160
- Revenue Vehicle Hours/Capita: 0.177
- Trips/Capita: 0.257
- Trips by Non-Dedicated Service: - %

EFFECTIVENESS
- Cost/Trip - Dedicated: $12.77
- Non-Dedicated: -

LABOUR PRODUCTIVITY
- Hours/Operator: 1,870

SERVICE UTILIZATION
- Trips/Hour: 1.45
- Kilometres/Hour: 12.3
- Average Kilometres/Trip: 8.54
- Trips/Registrant: 16.12
- Unaccommodated Trip Requests: - %
- Cancellations: 11.52 %
- No-Shows: - %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 935
- Kilometres/Vehicle: 11,563

FORT FRANCES
NO RETURN COMPLETED FOR 1990

MUNICIPAL CONTACT:

OPERATIONS CONTACT:

SERVICE OPERATED BY:

SERVICE STARTED IN:
POPULATION SERVED: N/A
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other: X

ELIGIBILITY COMMITTEE? No
MEMBERS? 0

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendents/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | | |
| Non-Dedicated | | |
| TOTAL: | $0 | $0 |

| | |
|---|---|
| NET OPERATING COST: | $0 |
| Provincial Share | $0 |
| Municipal Share | $0 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendents/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 0 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | to |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 0 Hrs., Max. 0 Days

METHODS: Manually / Computer
- Registration
- Reservations
- Scheduling
- Dispatching

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | N/A |
| Fare Structure | N/A |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 0 | | | |

OWNERSHIP:
MAINTENANCE:

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | | | | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 0
- Total 0

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | | | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost %

Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost
- Provincial %
- Municipal (incl. Donations) %

EFFICIENCY (Dedicated Service Only)
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non-Dedicated Service - %

EFFECTIVENESS

Cost/Trip - Dedicated -
- Non-Dedicated -

LABOUR PRODUCTIVITY

Hours/Operator -

SERVICE UTILIZATION
- Trips/Hour -
- Kilometres/Hour -
- Average Kilometres/Trip -
- Trips/Registrant -
- Unaccommodated Trip Requests - %
- Cancellations - %
- No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
- Revenue Hours/Vehicle -
- Kilometres/Vehicle -

GEORGINA
GEORGINA MOBILITY TRANSIT SYSTEM

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: STAN ARMSTRONG
(416) 476-4301

OPERATIONS CONTACT: MURRAY WALKER
(416) 476-4396

SERVICE STARTED IN: OCTOBER 1990
POPULATION SERVED: 30,000
SERVICE AREA (ha): 71,296

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? Yes
MEMBERS? 3

| | |
|---|---|
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | Yes |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 47 | 45% |
| - Ambulatory | 56 | 54% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 103 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $17,780 | $522 |
| Non-Dedicated | | |
| TOTAL: | $17,780 | $522 |

| | |
|---|---|
| NET OPERATING COST: | $17,258 |
| Provincial Share | $8,629 |
| Municipal Share | $8,629 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 114 | |
| - Ambulatory | 141 | |
| Attendants/Companions | 6 | |
| Other (not eligible) | | |
| TOTAL: | 261 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | 31 | 11 % |
| Reservation | 188 | 72 % |
| Demand-Response | 42 | 16 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 6 |
| CANCELLED TRIPS: | 21 |
| NO-SHOWS: | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0900 to 1700 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.50 | | |
| Child | $1.50 | | |
| Student | | | |
| Senior | | | |
| Attendant | $1.50 | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
$3.00 FARE FOR WEEKLY TRIP TO NEW

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 4 | 1.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 0
- Total 2,008

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | 2 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL: | | 5 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.52 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 2.9 %

Net Operating Cost/Capita $0.57
Municipal Net Cost/Capita $0.28
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $8.85
Cost/Kilometre
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita 0.0030
Revenue Vehicle Hours/Capita 0.067
Trips/Capita 0.009
Trips by Non-Dedicated Service - %

EFFECTIVENESS

Cost/Trip - Dedicated $69.73
- Non-Dedicated -

LABOUR PRODUCTIVITY

Hours/Operator 2,008

SERVICE UTILIZATION
Trips/Hour .127
Kilometres/Hour -
Average Kilometres/Trip -
Trips/Registrant 2.476
Unaccommodated Trip Requests 2.35 %
Cancellations 8.24 %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle 2,008
Kilometres/Vehicle -

GORE BAY
EASY RIDER

MUNICIPAL CONTACT: JOYCE FOSTER
(705) 282-2420

OPERATIONS CONTACT: JOYCE FOSTER
(705) 282-2420

SERVICE STARTED IN: JANUARY 1989
POPULATION SERVED: 1,000
SERVICE AREA (ha): 61,000

SERVICE OPERATED BY:
Municipality

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendants/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Withing Last 5 Year

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $2,002 | $1,140 |
| Non-Dedicated | | |
| TOTAL: | $2,002 | $1,140 |

| | |
|---|---|
| NET OPERATING COST: | $862 |
| Provincial Share | $646 |
| Municipal Share | $216 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 211 | |
| - Ambulatory | 89 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 300 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0915 to 1615 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
No Minimum, No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $2.00 | | |
| Child | $2.00 | | |
| Student | $2.00 | | |
| Senior | $2.00 | | |
| Attendant | $2.00 | | |
| Companion | $2.00 | | |
| Other | $2.00 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 1 | 12 | | 10.0 |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 1,041 |
| Total | 1,056 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 1,212 |
| Total | 1,224 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | 1 | | 1 |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | | 1 | | |
| TOTAL: | | 3 | | 1 |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 56.9 % |
| Net Operating Cost/Capita | $0.86 |
| Municipal Net Cost/Capita | $0.21 |
| Share of Net Cost | |
| - Provincial | 74 % |
| - Municipal (incl. Donations) | 25 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $1.65 |
| Cost/Kilometre | $1.92 |
| Maintenance Cost/Kilometre | $0.965 |

SERVICE

| | |
|---|---|
| Registrants/Capita | |
| Revenue Vehicle Hours/Capita | 1.212 |
| Trips/Capita | 0.300 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $6.67 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,212 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | .248 |
| Kilometres/Hour | 0.8 |
| Average Kilometres/Trip | 3.47 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,212 |
| Kilometres/Vehicle | 1,041 |

GUELPH
GUELPH MOBILITY SERVICE INC.

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT:
( ) -

OPERATIONS CONTACT: LAURIE LANTAIGNE
(519) 836-1131

SERVICE STARTED IN: AUGUST 1977
POPULATION SERVED: 85,000
SERVICE AREA (ha): 6,871

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? No
MEMBERS? 0
Eligibility Determined By Staff

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 340 | 34% |
| - Ambulatory | 633 | 65% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 973 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $360,198 | $52,326 |
| Non-Dedicated | $9,483 | $785 |
| TOTAL: | $369,681 | $53,111 |

| | |
|---|---|
| NET OPERATING COST: | $316,570 |
| Provincial Share | $218,286 |
| Municipal Share | $108,284 |
| Donations | $47,916 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 13,877 | |
| - Ambulatory | 24,133 | 1,900 |
| Attendants/Companions | 1,644 | |
| Other (not eligible) | | |
| TOTAL: | 39,654 | 1,900 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 20,000 | 50 % |
| Pre-booked | 10,000 | 25 % |
| Reservation | 7,000 | 17 % |
| Demand-Response | 1,010 | 2 % |

UNACCOMMODATED TRIP REQUESTS:

| | |
|---|---|
| CANCELLED TRIPS: | 4,179 |
| NO-SHOWS: | 396 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 2245 |
| Saturday | 0930 to 1700 |
| Sunday | to |
| Holidays | to |

CALL-INS:
No Minimum, Max. 6 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.05 | $1.00 | $0.95 |
| Child | $1.05 | $1.00 | $0.95 |
| Student | $1.05 | $1.00 | $0.95 |
| Senior | $1.05 | $1.00 | $0.95 |
| Attendant | $1.05 | $1.00 | $0.95 |
| Companion | $1.05 | $1.00 | $0.95 |
| Other | $1.05 | $1.00 | $0.95 |

OTHER METHODS OF PAYING FARE:
SPECIAL SUBSCRIPTION RATE FOR B.

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 8 | 5 | 8 | 3.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 8 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 6 | 6 | 5 | 6 | 6 | 1 | 1 | |
| Saturday | | 2 | 2 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 180,207
- Total 183,333

ANNUAL HOURS:
- Revenue 12,367
- Total 0

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
- COMPARE KNOWN TRIP KM

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 5 | 4 | | |
| Office | 1 | 1 | | |
| Maintenance | | | | |
| Administration | 2 | | | |
| TOTAL: | 8 | 5 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: ATU Local 1189

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.67 | $14.59 |
| Maintenance | N/A | 17.49 |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost 14.3 %
- Net Operating Cost/Capita $3.72
- Municipal Net Cost/Capita $1.30
- Share of Net Cost
  - Provincial 66 %
  - Municipal (incl. Donations) 33 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour $29.12
- Cost/Kilometre $1.99
- Maintenance Cost/Kilometre $0.193

SERVICE
- Registrants/Capita 0.0110
- Revenue Vehicle Hours/Capita 0.145
- Trips/Capita 0.470
- Trips by Non-Dedicated Service 4.76 %

EFFECTIVENESS
- Cost/Trip - Dedicated $9.48
- Non-Dedicated $4.99

LABOUR PRODUCTIVITY
- Hours/Operator 1,766

SERVICE UTILIZATION
- Trips/Hour 3.07
- Kilometres/Hour 14.5
- Average Kilometres/Trip 4.74
- Trips/Registrant 41.02
- Unaccommodated Trip Requests - %
- Cancellations 10.47 %
- No-Shows 0.99 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle 1,545
- Kilometres/Vehicle 22,525

HALTON HILLS
ACTIVAN

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: TED DREWLO
(416) 873-2600

OPERATIONS CONTACT: TED TYLER
(519) 853-1550

SERVICE STARTED IN: MAY 1981
POPULATION SERVED: 34,189
SERVICE AREA (ha): 28,065

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 15 | 6% |
| - Ambulatory | 115 | 52% |
| - Temporary | 90 | 40% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 220 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 4 or 5 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $62,840 | $4,698 |
| Non-Dedicated | | $2,386 |
| TOTAL: | $62,840 | $7,084 |

| | |
|---|---|
| NET OPERATING COST: | $55,756 |
| Provincial Share | $33,923 |
| Municipal Share | $20,793 |
| Donations | $500 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendents/Companions | | |
| Other (not eligible) | 5,379 | |
| TOTAL: | 5,379 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 1,200 | 22 % |
| Pre-booked | 1,200 | 22 % |
| Reservation | 2,879 | 53 % |
| Demand-Response | 100 | 1 % |
| UNACCOMMODATED TRIP REQUESTS: | | 150 |
| CANCELLED TRIPS: | | 100 |
| NO-SHOWS: | | 50 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1700 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | $1.00 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
SCHOOL BOARD TRIPS $3.55/STUDENT

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 4 | 3.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | | 1 | | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 24,637
- Total 28,137

ANNUAL HOURS:
- Revenue 1,580
- Total 2,301

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 1 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 3 | | |
| TOTAL: | 1 | 6 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 11.2 %

| | |
|---|---|
| Net Operating Cost/Capita | $1.63 |
| Municipal Net Cost/Capita | $0.62 |
| Share of Net Cost | |
| - Provincial | 61 % |
| - Municipal (incl. Donations) | 38 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $39.77 |
| Cost/Kilometre | $2.55 |
| Maintenance Cost/Kilometre | $0.295 |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0060 |
| Revenue Vehicle Hours/Capita | 0.046 |
| Trips/Capita | 0.157 |
| Trips by Non-Dedicated Service | - % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $11.68 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,053 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.40 |
| Kilometres/Hour | 15.5 |
| Average Kilometres/Trip | 4.58 |
| Trips/Registrant | 24.45 |
| Unaccommodated Trip Requests | 2.79 % |
| Cancellations | 1.86 % |
| No-Shows | 0.93 % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,580 |
| Kilometres/Vehicle | 24,637 |

HALTON REGION
PEGASUS

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: JOAN KACZMARSKI
(416) 825-8888

OPERATIONS CONTACT: TED TYLER
(416) 364-1034

SERVICE STARTED IN: JANUARY 1988
POPULATION SERVED: 284,984
SERVICE AREA (ha): 98,305

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 3 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 139 | 43% |
| - Ambulatory | 171 | 53% |
| - Temporary | 12 | 3% |
| Attendents/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 322 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $80,909 | $8,396 |
| Non-Dedicated | | |
| TOTAL: | $80,909 | $8,396 |

| | |
|---|---|
| NET OPERATING COST: | $72,513 |
| Provincial Share | $36,257 |
| Municipal Share | $36,257 |
| Donations | $20,000 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,629 | |
| - Ambulatory | | |
| Attendents/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 2,629 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |
| UNACCOMMODATED TRIP REQUESTS: | 243 |
| CANCELLED TRIPS: | 201 |
| NO-SHOWS: | 12 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0730 to 1734 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $3.25 | | |
| Child | $3.25 | | |
| Student | $3.25 | | |
| Senior | $3.25 | | |
| Attendant | $3.25 | | |
| Companion | $3.25 | | |
| Other | $3.25 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| 8-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 6 | |
| Small Buses | 1 | 4 | 6 | 1.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 1 | 1 | 1 | 2 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 68,131
- Total 68,131

ANNUAL HOURS:
- Revenue 2,552
- Total 2,552

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 2 | | |
| Office | | 3 | | |
| Maintenance | | 2 | | |
| Administration | | 6 | | |
| TOTAL: | 1 | 13 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost: 10.3 %

| | |
|---|---|
| Net Operating Cost/Capita | $0.25 |
| Municipal Net Cost/Capita | $0.12 |
| Share of Net Cost | |
| - Provincial | 50 % |
| - Municipal (incl. Donations) | 50 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $31.70 |
| Cost/Kilometre | $1.18 |
| Maintenance Cost/Kilometre | $0.087 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0010 |
| Revenue Vehicle Hours/Capita | 0.009 |
| Trips/Capita | 0.009 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $30.78 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,276 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.03 |
| Kilometres/Hour | 28.7 |
| Average Kilometres/Trip | 25.9 |
| Trips/Registrant | 8.165 |
| Unaccommodated Trip Requests | 9.24 % |
| Cancellations | 7.65 % |
| No-Shows | 0.46 % |

VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,276 |
| Kilometres/Vehicle | 34,065 |

HAMILTON
D.A.R.T.S.

MUNICIPAL CONTACT:

OPERATIONS CONTACT: BRIAN PINTO
(416) 529-1212

SERVICE STARTED IN: 1976
POPULATION SERVED: 420,000
SERVICE AREA (ha): 202

SERVICE OPERATED BY:
Non-Profit Organization

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 16

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 3,600 | 40% |
| - Ambulatory | 5,400 | 60% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 9,000 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $3,247,000 | $702,000 |
| Non-Dedicated | $1,764,000 | |
| TOTAL: | $4,991,000 | $702,000 |

| | |
|---|---|
| NET OPERATING COST: | $4,289,000 |
| Provincial Share | $2,630,000 |
| Municipal Share | $1,659,000 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 173,000 | |
| - Ambulatory | | 222,000 |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 173,000 | 222,000 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |
| UNACCOMMODATED TRIP REQUESTS: | 1,300 |
| CANCELLED TRIPS: | 48,000 |
| NO-SHOWS: | 7,800 |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | |
| Accessible Door | |

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0630 to 2300 |
| Saturday | 0800 to 0100 |
| Sunday | 0800 to 2300 |
| Holidays | 0800 to 2300 |

CALL-INS:
No Minimum, No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | $1.20 | |
| Child | | $1.20 | |
| Student | | $1.20 | |
| Senior | | $1.20 | |
| Attendant | | $1.20 | |
| Companion | | $1.20 | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 38 | 5 | 4 | 6.0 |
| Purpose-Built | | | | |
| Other | 40 | | 6 | 4.0 |
| TOTAL VEHICLES: | 78 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 17 | 19 | 20 | 24 | 18 | 12 | 10 | |
| Saturday | | 9 | 12 | 11 | 10 | 12 | 10 | 1 |
| Sunday | | 14 | 14 | 11 | 10 | 10 | 9 | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 1,636,000
- Total 1,636,000

ANNUAL HOURS:
- Revenue 86,000
- Total 86,000

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 35 | 33 | | |
| Office | 16 | 1 | | 2 |
| Maintenance | | | | |
| Administration | 4 | | | |
| TOTAL: | 55 | 34 | | 2 |

OPERATORS UNION: CUPE Local 3418
CONVENTIONAL UNION: ATU Local

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.85 | $17.00 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 14.0 %
- Net Operating Cost/Capita: $10.21
- Municipal Net Cost/Capita: $3.95
- Share of Net Cost
  - Provincial: 61 %
  - Municipal (incl. Donations): 38 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $37.75
- Cost/Kilometre: $1.98
- Maintenance Cost/Kilometre: $0.162

SERVICE
- Registrants/Capita: 0.0210
- Revenue Vehicle Hours/Capita: 0.205
- Trips/Capita: 0.940
- Trips by Non-Dedicated Service: 56.20 %

EFFECTIVENESS
- Cost/Trip - Dedicated: $18.77
- Cost/Trip - Non-Dedicated: $7.86

LABOUR PRODUCTIVITY
- Hours/Operator: 1,669

SERVICE UTILIZATION
- Trips/Hour: 2.01
- Kilometres/Hour: 19.0
- Average Kilometres/Trip: 9.46
- Trips/Registrant: 43.89
- Unaccommodated Trip Requests: 0.33 %
- Cancellations: 12.15 %
- No-Shows: 1.98 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 1,102
- Kilometres/Vehicle: 20,974

HANOVER
BRUCE GREY & HURON DISABILITY TRANSP.

MUNICIPAL CONTACT: DAVID JOHNSON

OPERATIONS CONTACT: JOE PICKERING
(519) 881-2230

SERVICE STARTED IN: JANUARY 1990
POPULATION SERVED: 35,000
SERVICE AREA (ha): 15,540

SERVICE OPERATED BY:
Non-Profit Organization

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 19

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 6 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 1,105 | 65% |
| - Ambulatory | 340 | 20% |
| - Temporary | 170 | 10% |
| Attendants/Companions | 85 | 5% |
| Other (not eligible) | | - % |
| TOTAL: | 1,700 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $306,337 | 990,349 |
| Non-Dedicated | | $20,000 |
| TOTAL: | $306,337 | $110,349 |

| | |
|---|---|
| NET OPERATING COST: | $195,988 |
| Provincial Share | $161,991 |
| Municipal Share | $0 |
| Donations | $20,000 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 12,888 | |
| - Ambulatory | 8,904 | |
| Attendants/Companions | 469 | |
| Other (not eligible) | 1,172 | |
| TOTAL: | 23,433 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 11,482 | 49 % |
| Pre-booked | 2,343 | 10 % |
| Reservation | 3,984 | 17 % |
| Demand-Response | 5,624 | 24 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0545 to 2200 |
| Saturday | 0730 to 2000 |
| Sunday | 0730 to 2000 |
| Holidays | 0730 to 2000 |

CALL-INS:
No Minimum, No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $2.25 | | |
| Child | $2.25 | | |
| Student | $2.25 | | |
| Senior | $2.25 | | |
| Attendant | $2.25 | | |
| Companion | $2.25 | | |
| Other | $2.25 | | |

OTHER METHODS OF PAYING FARE:
BILLING SYSTEM

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 10 | 4 | 6 | 4.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | 1 | | | |
| TOTAL VEHICLES: | 11 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 10 | 10 | 5 | 5 | 10 | 10 | 5 | 3 |
| Saturday | 4 | 1 | 1 | 1 | 4 | 4 | 1 | 1 |
| Sunday | 5 | 5 | 1 | 1 | 1 | 1 | 1 | 1 |
| Holidays | 4 | 2 | 1 | 1 | 1 | 3 | 2 | 1 |

ANNUAL KILOMETRES:
- Revenue 213,525
- Total 213,525

ANNUAL HOURS:
- Revenue 17,940
- Total 17,940

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 9 | 1 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 10 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.35 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 36.0 %

Net Operating Cost/Capita: $5.60
Municipal Net Cost/Capita
Share of Net Cost
- Provincial: 100 %
- Municipal (incl. Donations): %

### EFFICIENCY (Dedicated Service Only)

Cost/Hour: $17.07
Cost/Kilometre: $1.43
Maintenance Cost/Kilometre: -

### SERVICE

Registrants/Capita: 0.0490
Revenue Vehicle Hours/Capita: 0.513
Trips/Capita: 0.623
Trips by Non-Dedicated Service: - %

### EFFECTIVENESS

Cost/Trip - Dedicated: $14.06
- Non-Dedicated: -

### LABOUR PRODUCTIVITY

Hours/Operator: 1,888

### SERVICE UTILIZATION

Trips/Hour: 1.22
Kilometres/Hour: 11.9
Average Kilometres/Trip: 9.80
Trips/Registrant: 12.82
Unaccommodated Trip Requests: - %
Cancellations: - %
No-Shows: - %

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle: 1,630
Kilometres/Vehicle: 19,411

KAPUSKASING
KAPUSKASING TRANSPORTATION FOR DISABLED

MUNICIPAL CONTACT: MR. M.K. RUKAVINA
(705) 335-2341

OPERATIONS CONTACT:

SERVICE STARTED IN: DECEMBER
POPULATION SERVED: 10,840
SERVICE AREA (ha): 8,637

SERVICE OPERATED BY:
Public Utility

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? No
MEMBERS? 0

ACTION CENTRE FOR DISABLED PERSONS

| | | |
|---|---|---|
| REGISTRATION REQUIRED? | Yes | |
| REGISTRATION CARDS? | No | |
| WAITING LIST? | No | |
| WAITING ON LIST? | N/A | |
| NUMBER OF REGISTRANTS: | | |
| Eligible - Wheelchair | 10 | 3% |
| - Ambulatory | 260 | 84% |
| - Temporary | 26 | 8% |
| Attendants/Companions | 10 | 3% |
| Other (not eligible) | | - % |
| TOTAL: | 306 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $21,900 | $1,583 |
| Non-Dedicated | | |
| TOTAL: | $21,900 | $1,583 |

| | |
|---|---|
| NET OPERATING COST: | $20,317 |
| Provincial Share | $10,176 |
| Municipal Share | $10,141 |
| Donations | $4,236 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 82 | |
| - Ambulatory | 966 | |
| Attendants/Companions | 8 | |
| Other (not eligible) | | |
| TOTAL: | 1,056 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | | - % |
| Reservation | 1,012 | 95 % |
| Demand-Response | 44 | 4 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 15
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 09:15 to 16:30 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 15 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.50 | | |
| Child | $1.50 | | |
| Student | $1.50 | | |
| Senior | $1.50 | | |
| Attendant | NIL | | |
| Companion | NIL | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 2 | 16 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 1,455
- Total 1,455

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | 2 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | | | |
| TOTAL: | | 4 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $7.50 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 7.2 %
- Net Operating Cost/Capita: $1.87
- Municipal Net Cost/Capita: $1.32
- Share of Net Cost
  - Provincial: 41 %
  - Municipal (incl. Donations): 58 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $15.05
- Cost/Kilometre: -
- Maintenance Cost/Kilometre: -

SERVICE
- Registrants/Capita: 0.0280
- Revenue Vehicle Hours/Capita: 0.134
- Trips/Capita: 0.097
- Trips by Non-Dedicated Service: - %

EFFECTIVENESS
- Cost/Trip - Dedicated: $20.90
- Non-Dedicated: -

LABOUR PRODUCTIVITY
- Hours/Operator: 1,455

SERVICE UTILIZATION
- Trips/Hour: .720
- Kilometres/Hour: -
- Average Kilometres/Trip: -
- Trips/Registrant: 3.425
- Unaccommodated Trip Requests: - %
- Cancellations: 1.43 %
- No-Shows: - %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 727
- Kilometres/Vehicle: -

KENORA
TRI-MUNICIPAL HANDI TRANSIT

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: J. A. DILK
(807) 468-8906

OPERATIONS CONTACT: E. O. MARTIN
(807) 468-8906

SERVICE STARTED IN: JUN. 1980
POPULATION SERVED: 14,998
SERVICE AREA (ha): 23,883

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 10 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 45 | 68% |
| - Ambulatory | 20 | 30% |
| - Temporary | 1 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 66 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $50,763 | $5,605 |
| Non-Dedicated | | |
| TOTAL: | $50,763 | $5 605 |

| | |
|---|---|
| NET OPERATING COST: | $45,158 |
| Provincial Share | $31,188 |
| Municipal Share | $13,970 |
| Donations | $2,165 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,803 | |
| - Ambulatory | 2,802 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 5,605 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,719 | 48 % |
| Pre-booked | 315 | 5 % |
| Reservation | 2,471 | 44 % |
| Demand-Response | 100 | 1 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 50 |
| NO-SHOWS: | 25 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 08:00 to 23:30 |
| Saturday | 08:00 to 23:30 |
| Sunday | 08:00 to 23:30 |
| Holidays | 08:00 to 23:30 |

CALL-INS:
Minimum 24 Hrs., Max. 365 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $1.00 | |
| Child | $1.00 | $1.00 | |
| Student | $1.00 | $1.00 | |
| Senior | $1.00 | $1.00 | |
| Attendant | $1.00 | $1.00 | |
| Companion | $1.00 | $1.00 | |
| Other | $1.00 | $1.00 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | Different, $0.80 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 2 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | 1 | 1 | |
| Sunday | | 1 | 1 | 1 | 1 | 1 | 1 | |
| Holidays | | 1 | 1 | 1 | 1 | 1 | 1 | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 32,700 |
| Total | 33,000 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 2,509 |
| Total | 2,600 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
NOT AUDITED - IMMATER

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 3 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | | | 1 |
| TOTAL: | 1 | 3 | | 1 |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $12.50 | $11.70 |
| Maintenance | 15.63 | 17.25 |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 11.0 % |
| Net Operating Cost/Capita | $3.01 |
| Municipal Net Cost/Capita | $1.07 |
| Share of Net Cost | |
| - Provincial | 65 % |
| - Municipal (incl. Donations) | 34 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $20.23 |
| Cost/Kilometre | $1.55 |
| Maintenance Cost/Kilometre | $0.158 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0040 |
| Revenue Vehicle Hours/Capita | 0.167 |
| Trips/Capita | 0.374 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $9.06 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,003 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.23 |
| Kilometres/Hour | 13.0 |
| Average Kilometres/Trip | 5.83 |
| Trips/Registrant | 84.92 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 0.89 % |
| No-Shows | 0.45 % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,509 |
| Kilometres/Vehicle | 32,700 |

KINGSTON
KINGSTON ACCESS BUS

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: R.K. FIEBIG
(613) 546-4291

OPERATIONS CONTACT: LOU CARPENTIER
(613) 542-2512

SERVICE STARTED IN: SEPTEMBER 1967
POPULATION SERVED: 89,000
SERVICE AREA (ha): 7,072

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 989 | 85% |
| - Ambulatory | 162 | 13% |
| - Temporary | 11 | 0% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 1,162 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $903,138 | $103,020 |
| Non-Dedicated | $15,634 | $121,184 |
| TOTAL: | $918,772 | $224,204 |

| | |
|---|---|
| NET OPERATING COST: | $694,568 |
| Provincial Share | $522,635 |
| Municipal Share | $173,702 |
| Donations | $510 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 64,527 | |
| - Ambulatory | 7,974 | 4,657 |
| Attendants/Companions | 7,396 | |
| Other (not eligible) | | |
| TOTAL: | 79,897 | 4,657 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 37,862 | 47 % |
| Pre-booked | 2,524 | 3 % |
| Reservation | 33,655 | 42 % |
| Demand-Response | 10,097 | 12 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 243 |
| CANCELLED TRIPS: | 5,479 |
| NO-SHOWS: | 563 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0730 to 2300 |
| Saturday | 0900 to 2300 |
| Sunday | 0900 to 2300 |
| Holidays | 0900 to 2100 |

CALL-INS: Minimum 1 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | $1.00 | |
| Senior | $1.00 | $1.00 | |
| Attendant | $1.00 | $1.00 | |
| Companion | $1.00 | $1.00 | |
| Other | $1.00 | $1.00 | |

OTHER METHODS OF PAYING FARE: SPECIAL AGENCY RATES

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | Different, $1.05 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 17 | 6 | 3 | 3.5 |
| Small Buses | 1 | 13 | 3 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 18 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 15 | 15 | 13 | 14 | 15 | 3 | 3 | |
| Saturday | | 5 | 4 | 5 | 4 | 3 | 4 | |
| Sunday | | 5 | 4 | 5 | 4 | 3 | 4 | |
| Holidays | | 5 | 4 | | 4 | 3 | | |

ANNUAL KILOMETRES:
- Revenue 458,197
- Total 458,197

ANNUAL HOURS:
- Revenue 31,950
- Total 37,828

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 2

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 13 | 6 | | |
| Office | 2 | 2 | | |
| Maintenance | | | | |
| Administration | 2 | | | |
| TOTAL: | 17 | 8 | | |

OPERATORS UNION: CBRT&GW Local 291
CONVENTIONAL UNION: CBRT&GW Local 291

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.36 | $15.05 |
| Maintenance | N/A | 16.29 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 24.4 %

Net Operating Cost/Capita $7.80
Municipal Net Cost/Capita $1.95
Share of Net Cost
- Provincial 75 %
- Municipal (incl. Donations) 25 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $28.26
Cost/Kilometre $1.97
Maintenance Cost/Kilometre $0.184

SERVICE
Registrants/Capita 0.0130
Revenue Vehicle Hours/Capita 0.359
Trips/Capita 0.867
Trips by Non-Dedicated Service 6.04 %

EFFECTIVENESS
Cost/Trip - Dedicated $12.46
- Non-Dedicated $3.36

LABOUR PRODUCTIVITY
Hours/Operator 1,996

SERVICE UTILIZATION
Trips/Hour 2.27
Kilometres/Hour 14.3
Average Kilometres/Trip 6.32
Trips/Registrant 66.40
Unaccommodated Trip Requests 0.32 %
Cancellations 7.10 %
No-Shows 0.73 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,775
Kilometres/Vehicle 25,455

KITCHENER-WATERLO
PROJECT LIFT INC.

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: JOHN WEBSTER
(519) 741-2230

OPERATIONS CONTACT: DAVE SMITH
(519) 744-5150

SERVICE STARTED IN: OCTOBER 1973
POPULATION SERVED: 233,924
SERVICE AREA (ha): 14,000

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 21

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |
| EXCLUDING VISUALLY I | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 4 |

| | | |
|---|---|---|
| REGISTRATION REQUIRED? | Yes | |
| REGISTRATION CARDS? | No | |
| WAITING LIST? | No | |
| WAITING ON LIST? | N/A | |
| NUMBER OF REGISTRANTS: | | |
| Eligible - Wheelchair | 1,696 | 59% |
| - Ambulatory | 734 | 25% |
| - Temporary | 423 | 14% |
| Attendents/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 2,853 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $1,436,061 | $120,117 |
| Non-Dedicated | $204,259 | $5,449 |
| TOTAL: | $1,640,320 | $125,566 |

| | |
|---|---|
| NET OPERATING COST: | $1,514,754 |
| Provincial Share | $757,377 |
| Municipal Share | $757,377 |
| Donations | $16,681 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 40,990 | |
| - Ambulatory | 27,328 | 29,487 |
| Attendents/Companions | 5,802 | |
| Other (not eligible) | | |
| TOTAL: | 74,120 | 29,487 |

| | | |
|---|---|---|
| TRIP TYPES: | | |
| Subscription | 51,803 | 69 % |
| Pre-booked | 17,613 | 23 % |
| Reservation | 23,830 | 32 % |
| Demand-Response | 10,361 | 13 % |
| UNACCOMMODATED TRIP REQUESTS: | | 2,903 |
| CANCELLED TRIPS: | | 9,137 |
| NO-SHOWS: | | 1,198 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 0100 |
| Saturday | 0830 to 0100 |
| Sunday | 0900 to 2330 |
| Holidays | 0900 to 0100 |

CALL-INS: Minimum 2 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.15 | 10/$11.50 | |
| Child | $1.15 | 10/$11.50 | |
| Student | $1.15 | 10/$11.50 | |
| Senior | $1.15 | 10/$11.50 | |
| Attendant | $1.15 | 10/$11.50 | |
| Companion | $1.15 | 10/$11.50 | |
| Other | $1.15 | 10/$11.50 | |

OTHER METHODS OF PAYING FARE: SOME LARGE AGENCIES PAY BY INVOIC

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 12 | 5 | 4 | 2.7 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 12 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 10 | 9 | 10 | 11 | 11 | 5 | 3 | 1 |
| Saturday | 3 | 4 | 5 | 5 | 3 | 2 | 1 | 1 |
| Sunday | | 4 | 6 | 6 | 6 | 4 | 3 | |
| Holidays | | 3 | 3 | 3 | 3 | 3 | 3 | 1 |

ANNUAL KILOMETRES:
- Revenue 717,775
- Total 724,625

ANNUAL HOURS:
- Revenue 33,050
- Total 40,312

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 2

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
- BILL VERIFIED & SIGNE

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 21 | 1 | | |
| Office | 7 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 29 | 2 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: CBRW Local

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.24 | $14.25 |
| Maintenance | N/A | 16.82 |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 7.6 %
- Net Operating Cost/Capita: $6.47
- Municipal Net Cost/Capita: $3.23
- Share of Net Cost
  - Provincial: 50 %
  - Municipal (incl. Donations): 50 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $43.45
- Cost/Kilometre: $2.00
- Maintenance Cost/Kilometre: $0.306

SERVICE
- Registrants/Capita: 0.0120
- Revenue Vehicle Hours/Capita: 0.141
- Trips/Capita: 0.418
- Trips by Non-Dedicated Service: 30.15 %

EFFECTIVENESS
- Cost/Trip - Dedicated: $21.02
- Non-Dedicated: $6.93

LABOUR PRODUCTIVITY
- Hours/Operator: 1,537

SERVICE UTILIZATION
- Trips/Hour: 2.07
- Kilometres/Hour: 21.7
- Average Kilometres/Trip: 10.5
- Trips/Registrant: 34.28
- Unaccommodated Trip Requests: 2.97 %
- Cancellations: 9.34 %
- No-Shows: 1.23 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 2,754
- Kilometres/Vehicle: 59,814

LEAMINGTON
HANDI-TRANSIT

MUNICIPAL CONTACT: GERALD TRACEY
(519) 326-5761

OPERATIONS CONTACT: DOUG ELLIS
(519) 966-0930

SERVICE STARTED IN: NOVEMBER 1984
POPULATION SERVED: 12,800
SERVICE AREA (ha): 827

SERVICE OPERATED BY:
Non-Profit Organization

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 11

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 3 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 54 | 61% |
| - Ambulatory | 31 | 35% |
| - Temporary | 3 | 3% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 88 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $27,650 | $1,763 |
| Non-Dedicated | 860 | |
| TOTAL: | $27,710 | $1,763 |

| | |
|---|---|
| NET OPERATING COST: | $25,947 |
| Provincial Share | $12,974 |
| Municipal Share | $12,973 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 332 | |
| - Ambulatory | 408 | |
| Attendants/Companions | 261 | |
| Other (not eligible) | | |
| TOTAL: | 1,001 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | | - % |
| Reservation | 1,001 | 100 % |
| Demand-Response | | - % |
| UNACCOMMODATED TRIP REQUESTS: | | 8 |
| CANCELLED TRIPS: | | 14 |
| NO-SHOWS: | | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0900 to 1700 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 2 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $2.00 | | |
| Child | $2.00 | | |
| Student | $2.00 | | |
| Senior | $2.00 | | |
| Attendant | $2.00 | | |
| Companion | $2.00 | | |
| Other | $2.00 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| VEHICLE TYPES: | | | | |
| 5-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 1 | 3 | 1 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 o |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | | | | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 7,433 |
| Total | 7,433 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 408 |
| Total | 408 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: TRIP COMPARISON

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | 1 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 2 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: ATU Local

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $8.50 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost = 6.3 %
Net Operating Cost/Capita $2.02
Municipal Net Cost/Capita $1.01
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 49 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $67.77
Cost/Kilometre $3.72
Maintenance Cost/Kilometre $0.565

SERVICE
Registrants/Capita 0.0070
Revenue Vehicle Hours/Capita 0.032
Trips/Capita 0.058
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $37.37
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 816

SERVICE UTILIZATION
Trips/Hour 1.81
Kilometres/Hour 18.2
Average Kilometres/Trip 10.0
Trips/Registrant 8.409
Unaccommodated Trip Requests 1.08 %
Cancellations 1.89 %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 408
Kilometres/Vehicle 7,433

LINDSAY
LIMO

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: J.B. LULOFF
(705) 324-6171

OPERATIONS CONTACT: ROD BOSTON
(705) 324-0211

SERVICE STARTED IN: FEBRUARY 1984
POPULATION SERVED: 15,265
SERVICE AREA (ha): 1,528

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 18

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 6 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 129 | 26% |
| - Ambulatory | 315 | 64% |
| - Temporary | 43 | 8% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 487 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $88,614 | $9,887 |
| Non-Dedicated | | |
| TOTAL: | $88,614 | $9,887 |

| | |
|---|---|
| NET OPERATING COST: | $78,727 |
| Provincial Share | $54,821 |
| Municipal Share | $23,906 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 4,500 | |
| - Ambulatory | 5,087 | |
| Attendants/Companions | 300 | |
| Other (not eligible) | | |
| TOTAL: | 9,887 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 4,500 | 45 % |
| Pre-booked | 3,000 | 30 % |
| Reservation | 2,287 | 23 % |
| Demand-Response | 100 | 1 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 1,000 |
| CANCELLED TRIPS: | 2,400 |
| NO-SHOWS: | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1700 |
| Saturday | 1000 to 1600 |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | $1.00 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $0.85 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 6 | 11 | 4.5 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 2 | 1 | 2 | 1 | | | |
| Saturday | 1 | 1 | 1 | 1 | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 42,300
- Total 42,800

ANNUAL HOURS:
- Revenue 3,29?
- Total 3,292

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 3 | | |
| Office | | 3 | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL: | 1 | 8 | | |

OPERATORS UNION: RTW Local 307
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.50 | $13.90 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 11.1 %
Net Operating Cost/Capita $5.15
Municipal Net Cost/Capita $1.56
Share of Net Cost
- Provincial 69 %
- Municipal (incl. Donations) 30 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $26.91
Cost/Kilometre $2.09
Maintenance Cost/Kilometre $0.008

SERVICE
Registrants/Capita 0.0320
Revenue Vehicle Hours/Capita 0.216
Trips/Capita 0.628
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $9.24
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,316

SERVICE UTILIZATION
Trips/Hour 2.91
Kilometres/Hour 12.8
Average Kilometres/Trip 4.41
Trips/Registrant 19.69
Unaccommodated Trip Requests 10.43 %
Cancellations 25.03 %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,646
Kilometres/Vehicle 21,150

LONDON
LONDON PARATRANSIT SERVICE

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: G.A. McINNIS (519) 661-5414

OPERATIONS CONTACT: JIM DONNELLY (519) 663-2222

SERVICE STARTED IN: NOVEMBER 1977
POPULATION SERVED: 295,000
SERVICE AREA (ha): 17,675

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 1,500 | 46% |
| - Ambulatory | 1,700 | 53% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 3,200 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $1,532,138 | $132,776 |
| Non-Dedicated | | |
| TOTAL: | $1,532,138 | $132,776 |

| | |
|---|---|
| NET OPERATING COST: | $1,399,362 |
| Provincial Share | $786,707 |
| Municipal Share | $612,655 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 44,600 | |
| - Ambulatory | 54,511 | |
| Attendants/Companions | 7,110 | |
| Other (not eligible) | | |
| TOTAL: | 106,221 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |
| UNACCOMMODATED TRIP REQUESTS: | 3,143 |
| CANCELLED TRIPS: | 21,083 |
| NO-SHOWS: | 1,865 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 2400 |
| Saturday | 0830 to 2400 |
| Sunday | 0830 to 2400 |
| Holidays | 0830 to 2400 |

CALL-INS:
Minimum 1 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.25 | | |
| Child | $1.25 | | |
| Student | $1.25 | | |
| Senior | $1.25 | | |
| Attendant | $1.25 | | |
| Companion | $1.25 | | |
| Other | $1.25 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $1.05 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | 1 | | 3 | 4.0 |
| Modified Vans | 13 | 3 | 6 | 4.0 |
| Small Buses | 3 | | 10 | 4.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 17 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 14 | 17 | 17 | 17 | 17 | 5 | 5 | |
| Saturday | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| Sunday | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| Holidays | 2 | 2 | 2 | 2 | 2 | 2 | 2 | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 55,164
- Total 55,164

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 18 | 7 | | |
| Office | 2 | | | |
| Maintenance | | | | |
| Administration | 3 | 1 | | |
| TOTAL: | 23 | 8 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: ATU Local 741

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $7.75 | $15.10 |
| Maintenance | 14.25 | 17.06 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 8.6 %

Net Operating Cost/Capita $4.74
Municipal Net Cost/Capita $2.07
Share of Net Cost
- Provincial 56 %
- Municipal (incl. Donations) 43 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $27.77
Cost/Kilometre
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita 0.0110
Revenue Vehicle Hours/Capita 0.187
Trips/Capita 0.336
Trips by Non-Dedicated Service - %

EFFECTIVENESS

Cost/Trip - Dedicated $15.46
- Non-Dedicated -

LABOUR PRODUCTIVITY

Hours/Operator 2,565

SERVICE UTILIZATION
Trips/Hour 1.80
Kilometres/Hour -
Average Kilometres/Trip -
Trips/Registrant 30.97
Unaccommodated Trip Requests 3.17 %
Cancellations 21.27 %
No-Shows 1.88 %

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle 3,244
Kilometres/Vehicle -

MANITOUMADGE
HANDI TRANSIT

SERVICE OPERATED BY:
Service Club

MUNICIPAL CONTACT: MR. KEN TANIWA
(807) 826-3227

OPERATIONS CONTACT: HANDI-ACTION GROUP
(807) 826-3923

SERVICE STARTED IN: OCTOBER 1990
POPULATION SERVED: 5,000
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 4 | 7% |
| - Ambulatory | 43 | 81% |
| - Temporary | 3 | 5% |
| Attendants/Companions | 3 | 5% |
| Other (not eligible) | | - % |
| TOTAL: | 53 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | | |
| Non-Dedicated | | |
| TOTAL: | $0 | $0 |

| | |
|---|---|
| NET OPERATING COST: | $0 |
| Provincial Share | $0 |
| Municipal Share | $0 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 1 | |
| - Ambulatory | 212 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 213 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 14 |
| NO-SHOWS: | |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | |
| Accessible Door | |
| HOURS OF SERVICE: | |
| Weekdays | 0800 to 1700 |
| Saturday | to |
| Sunday | to |
| Holidays | to |
| CALL-INS: | |
| Minimum 1 Hrs., Max. 21 Days | |

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.50 | | |
| Child | $1.50 | | |
| Student | $1.50 | | |
| Senior | $1.50 | | |
| Attendant | $1.50 | | |
| Companion | $1.50 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 1 | 5 | 6 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 1,050
- Total 1,050

ANNUAL HOURS:
- Revenue 54
- Total 54

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | 1 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $8.50 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost %

Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost
- Provincial %
- Municipal (incl. Donations) %

EFFICIENCY (Dedicated Service Only)
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre -

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0110 |
| Revenue Vehicle Hours/Capita | 0.011 |
| Trips/Capita | 0.043 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | - |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 54 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.94 |
| Kilometres/Hour | 19.4 |
| Average Kilometres/Trip | 4.93 |
| Trips/Registrant | 4.019 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 6.57 % |
| No-Shows | - % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 54 |
| Kilometres/Vehicle | 1,050 |

MARKHAM
MARKHAM MOBILITY BUS SERVICE

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: D.F. GORDON
(416) 475-4710

OPERATIONS CONTACT: D.F. GORDON
(416) 475-4710

SERVICE STARTED IN: APRIL 1983
POPULATION SERVED: 145,819
SERVICE AREA (ha): 9,040

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| ELIGIBILITY/ADVISORY COMMITTEE | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 314 | 45% |
| - Ambulatory | 369 | 54% |
| - Temporary | | - % |
| Attendents/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 683 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $324,543 | $31,061 |
| Non-Dedicated | $135,847 | |
| TOTAL: | $460,390 | $31,061 |

| | |
|---|---|
| NET OPERATING COST: | $429,329 |
| Provincial Share | $217,486 |
| Municipal Share | $211,843 |
| Donations | $40,000 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 5,521 | |
| - Ambulatory | 6,482 | 10,154 |
| Attendents/Companions | 996 | 815 |
| Other (not eligible) | | |
| TOTAL: | 12,999 | 10,969 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 9,587 | 73 % |
| Pre-booked | 7,190 | 55 % |
| Reservation | 5,992 | 46 % |
| Demand-Response | 1,198 | 9 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 1,800 |
| NO-SHOWS: | 590 |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | |
| Accessible Door | |

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 1900 |
| Saturday | 0900 to 2200 |
| Sunday | 0900 to 2000 |
| Holidays | to |

CALL-INS: No Minimum, No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.20 | | |
| Child | $1.20 | | |
| Student | $1.20 | | |
| Senior | $1.20 | | |
| Attendant | $1.20 | | |
| Companion | $1.20 | | |
| Other | $1.20 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 4 | 6 | 2.0 |
| Purpose-Built | 3 | 7 | 6 | 2.5 |
| Other | | | | |
| TOTAL VEHICLES: | 5 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 3 | 4 | 3 | 2 | 1 | 1 | |
| Saturday | | 1 | 2 | 2 | 2 | 1 | 1 | |
| Sunday | | 1 | 1 | 1 | 1 | 1 | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 140,724 |
| Total | 157,497 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 9,122 |
| Total | 9,911 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
CHARGE SLIPS PAID MON

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 4 | 4 | | |
| Office | 1 | 6 | | |
| Maintenance | | 3 | | |
| Administration | | 2 | | |
| TOTAL: | 5 | 15 | | |

OPERATORS UNION: CUPE Local 1219
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $15.18 | $15.00 |
| Maintenance | 17.38 | 20.62 |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 6.7 % |
| Net Operating Cost/Capita | $2.96 |
| Municipal Net Cost/Capita | $1.45 |
| Share of Net Cost | |
| - Provincial | 50 % |
| - Municipal (incl. Donations) | 49 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $35.57 |
| Cost/Kilometre | $2.30 |
| Maintenance Cost/Kilometre | $0.321 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0050 |
| Revenue Vehicle Hours/Capita | 0.063 |
| Trips/Capita | 0.152 |
| Trips by Non-Dedicated Service | 45.83 % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $27.04 |
| - Non-Dedicated | $13.38 |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,520 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.32 |
| Kilometres/Hour | 15.4 |
| Average Kilometres/Trip | 11.7 |
| Trips/Registrant | 32.44 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 8.12 % |
| No-Shows | 2.66 % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,824 |
| Kilometres/Vehicle | 28,144 |

MEAFORD
ROTARY HANDIVAN

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: GRAHAM SHAW
(519) 538-1060

OPERATIONS CONTACT: PETER DORAN
(519) 538-3699

SERVICE STARTED IN: JUNE 1990
POPULATION SERVED: 10,000
SERVICE AREA (ha): 51,800

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other X

175M + 3 STEPS

ELIGIBILITY COMMITTEE? Yes
MEMBERS? 4

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 50 | 22% |
| - Ambulatory | 175 | 77% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 225 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $23,802 | $1,373 |
| Non-Dedicated | | $2,100 |
| TOTAL: | $23,802 | $3,473 |

NET OPERATING COST: $20,329

| | |
|---|---|
| Provincial Share | $10,886 |
| Municipal Share | $5,454 |
| Donations | $19,504 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 386 | |
| - Ambulatory | 1,156 | 20 |
| Attendants/Companions | 384 | 5 |
| Other (not eligible) | | |
| TOTAL: | 1,926 | 25 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 220 | 11 % |
| Pre-booked | | - % |
| Reservation | 1,531 | 79 % |
| Demand-Response | 200 | 10 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1700 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $1.00 | | |
| Student | $1.00 | | |
| Senior | $1.00 | | |
| Attendant | $1.00 | | |
| Companion | $1.00 | | |
| Other | $1.00 | | |

OTHER METHODS OF PAYING FARE:
B.E. PAYS EQUIV. TAXI FARE SCHOOL

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| VEHICLE TYPES: | | | | |
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 6 | 1.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 40,000 |
| Total | 40,000 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 2,016 |
| Total | 2,016 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 3

PAYMENT METHOD:

| | |
|---|---|
| Flat Rate/Trip | X |
| Per Hour | |
| Per Kilometre | |
| Meter Rate | |

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | | | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 14.5 % |
| Net Operating Cost/Capita | $2.03 |
| Municipal Net Cost/Capita | $0.90 |
| Share of Net Cost | |
| - Provincial | 54 % |
| - Municipal (incl. Donations) | 45 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $11.80 |
| Cost/Kilometre | $0.59 |
| Maintenance Cost/Kilometre | - |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0230 |
| Revenue Vehicle Hours/Capita | 0.202 |
| Trips/Capita | 0.156 |
| Trips by Non-Dedicated Service | 1.28 % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $15.44 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | - |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | .765 |
| Kilometres/Hour | 19.8 |
| Average Kilometres/Trip | 25.9 |
| Trips/Registrant | 6.942 |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,016 |
| Kilometres/Vehicle | 40,000 |

MILDMAY
B.G.N.D.T.C.

MUNICIPAL CONTACT: DAVID JOHNSON
(519) -

OPERATIONS CONTACT: JOSEPH PICKERING
(519) 881-2230

SERVICE STARTED IN: JANUARY 1990
POPULATION SERVED: 35,000
SERVICE AREA (ha): 15,540

SERVICE OPERATED BY:
Non-Profit Organization

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 19

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? Yes
MEMBERS? 6
Eligibility Determined By Staff

| | |
|---|---|
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 12,888 | 55% |
| - Ambulatory | 8,904 | 38% |
| - Temporary | 1,172 | 5% |
| Attendants/Companions | 469 | 2% |
| Other (not eligible) | | - % |
| TOTAL: | 23,433 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $306,337 | $90,349 |
| Non-Dedicated | | $181,991 |
| TOTAL: | $306,337 | $272,340 |

| | |
|---|---|
| NET OPERATING COST: | $33,997 |
| Provincial Share | $161,991 |
| Municipal Share | $0 |
| Donations | $20,000 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 12,888 | |
| - Ambulatory | 8,904 | |
| Attendents/Companions | 469 | |
| Other (not eligible) | 1,172 | |
| TOTAL: | 23,433 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 11,482 | 49 % |
| Pre-booked | 2,343 | 10 % |
| Reservation | 3,984 | 17 % |
| Demand-Response | 5,624 | 24 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0545 to 2200 |
| Saturday | 0730 to 2000 |
| Sunday | 0730 to 2000 |
| Holidays | 0730 to 2000 |

CALL-INS:
No Minimum, No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $2.25 | | |
| Child | $2.25 | | |
| Student | $2.25 | | |
| Senior | $2.25 | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHOD OF PAYING FARE:
BUS SYSTEM

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 10 | 4 | 6 | 4.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | 1 | | | |
| TOTAL VEHICLES: | 11 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 10 | 10 | 5 | 5 | 10 | 10 | 5 | 3 |
| Saturday | 4 | 1 | 1 | 1 | 4 | 4 | 1 | 1 |
| Sunday | 5 | 5 | 1 | 1 | 1 | 1 | 1 | 1 |
| Holidays | 4 | 2 | 1 | 1 | 1 | 3 | 2 | 1 |

ANNUAL KILOMETRES:
- Revenue 213,525
- Total 213,525

ANNUAL HOURS:
- Revenue 17,940
- Total 17,940

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 9 | 1 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 10 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.35 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 88.9 %

Net Operating Cost/Capita $0.97
Municipal Net Cost/Capita
Share of Net Cost
- Provincial 100 %
- Municipal %
(incl. Donations)

EFFICIENCY (Dedicated Service Only)
Cost/Hour $17.07
Cost/Kilometre $1.43
Maintenance Cost/Kilometre $0.837

SERVICE
Registrants/Capita 0.6700
Revenue Vehicle Hours/Capita 0.513
Trips/Capita 0.623
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $14.06
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,888

SERVICE UTILIZATION
Trips/Hour 1.22
Kilometres/Hour 11.9
Average Kilometres/Trip 9.80
Trips/Registrant 0.930
Unaccommodated Trip Requests - %
Cancellations - %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,630
Kilometres/Vehicle 19,411

MILTON
MILTON SPECIALIZED TRANSIT SERVICE

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: BILL ROBERTS
(416) 878-7211

OPERATIONS CONTACT: BILL WILKINSON
(416) 873-1808

SERVICE STARTED IN: AUGUST 1987
POPULATION SERVED: 33,000
SERVICE AREA (ha): 1,174

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? No
MEMBERS? 0
Eligibility Determined By Staff

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 50 | 44% |
| - Ambulatory | 62 | 55% |
| - Temporary | - | % |
| Attendents/Companions | - | % |
| Other (not eligible) | - | % |
| TOTAL: | 112 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $22,707 | $4,202 |
| Non-Dedicated | $5,405 | |
| TOTAL: | $28,112 | $4,202 |

| | |
|---|---|
| NET OPERATING COST: | $23,910 |
| Provincial Share | $11,955 |
| Municipal Share | $11,955 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 900 | 156 |
| - Ambulatory | 986 | 500 |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 1,886 | 656 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 1,000 | 53 % |
| Pre-booked | 200 | 10 % |
| Reservation | 1,192 | 63 % |
| Demand-Response | 150 | 7 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 1800 |
| Saturday | 0900 to 1700 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
ZONE FARES: <5KM $0.90, >5KM $2.2

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Same |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| 5-Wagon/Sedan | | | | |
| Modified Vans | 1 | 2 | 3 | 2.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | 3 | | 2 | 4.0 |
| TOTAL VEHICLES: | 4 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 2 | 2 | 2 | 3 | | | |
| Saturday | 2 | 2 | 2 | 2 | 2 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 52,608 |
| Total | 52,608 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 3,125 |
| Total | 3,175 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 3

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
- PASSENGER SIGNS RECEI

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 3 | | |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | | 1 | | |
| TOTAL: | 1 | 5 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | $39.39 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 14.9 %

| | |
|---|---|
| Net Operating Cost/Capita | $0.72 |
| Municipal Net Cost/Capita | $0.36 |
| Share of Net Cost | |
| - Provincial | 50 % |
| - Municipal (incl. Donations) | 50 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $7.26 |
| Cost/Kilometre | $0.43 |
| Maintenance Cost/Kilometre | - |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0030 |
| Revenue Vehicle Hours/Capita | 0.095 |
| Trips/Capita | 0.077 |
| Trips by Non-Dedicated Service | 25.81 % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $12.04 |
| - Non-Dedicated | $8.24 |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,250 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | .604 |
| Kilometres/Hour | 16.8 |
| Average Kilometres/Trip | 27.9 |
| Trips/Registrant | 22.70 |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 781 |
| Kilometres/Vehicle | 13,152 |

NEWCASTLE
HANDI TRANSIT INC.

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: MARIE MARAND
(416) 623-3379

OPERATIONS CONTACT: DOUG MANUEL
(416) 571-1222

SERVICE STARTED IN: OCTOBER 1981
POPULATION SERVED: 40,000
SERVICE AREA (ha): 57,590

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use With Dignity
- Other X

ELIGIBILITY COMMITTEE? No
MEMBERS? 0
Eligibility Determined By Staff

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A
NUMBER OF REGISTRANTS:

| | |
|---|---|
| Eligible - Wheelchair | - % |
| - Ambulatory | - % |
| - Temporary | - % |
| Attendants/Companions | - % |
| Other (not eligible) | - % |
| TOTAL: | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Withing Last 5 Year

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $86,310 | $9,378 |
| Non-Dedicated | | |
| TOTAL: | $86,310 | $9,378 |
| NET OPERATING COST: | | $76,932 |
| Provincial Share | | $41,050 |
| Municipal Share | | $41,050 |
| Donations | | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,324 | |
| - Ambulatory | 387 | |
| Attendants/Companions | 234 | |
| Other (not eligible) | | |
| TOTAL: | 1,945 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | 805 | 41 % |
| Reservation | 906 | 46 % |
| Demand-Response | | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:
Weekdays 0730 to 1730
Saturday to
Sunday to
Holidays to

CALL-INS:
Minimum 1 Hrs., Max. 5 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
ZONE FARES, AGENCY CONTRACTS, BIL

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: No Conv. Service
- Fare Structure: No Conv. Service

## VEHICLES

| | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| VEHICLE TYPES: | | | | |
| 5-Wagon/Sedan | | | | |
| Modified Vans | 2 | 4 | 2 | 8.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 46,036
- Total 46,696

ANNUAL HOURS:
- Revenue 1,938
- Total 2,259

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | 3 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 5 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.40 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 10.8 %
Net Operating Cost/Capita $1.92
Municipal Net Cost/Capita $1.02
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $44.53
Cost/Kilometre $1.87
Maintenance Cost/Kilometre $1.270

SERVICE
Registrants/Capita
Revenue Vehicle Hours/Capita 0.048
Trips/Capita 0.043
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $50.44
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,938

SERVICE UTILIZATION
Trips/Hour .883
Kilometres/Hour 23.7
Average Kilometres/Trip 26.9
Trips/Registrant -
Unaccommodated Trip Requests - %
Cancellations - %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 969
Kilometres/Vehicle 23,018

NEWMARKET
NEWMARKET TRANSIT

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: JAMES M. BARBER
(416) 895-5193

OPERATIONS CONTACT: JAMES M. BARBER
(416) 895-5193

SERVICE STARTED IN: DECEMBER 1981
POPULATION SERVED: 40,000
SERVICE AREA (ha): 3,626

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 138 | 26% |
| - Ambulatory | 383 | 73% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 521 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $153,854 | $24,965 |
| Non-Dedicated | | |
| TOTAL: | $153,854 | $24,965 |

| | |
|---|---|
| NET OPERATING COST: | $128,889 |
| Provincial Share | $96,667 |
| Municipal Share | $32,222 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,029 | |
| - Ambulatory | 17,538 | |
| Attendants/Companions | 2,383 | |
| Other (not eligible) | | |
| TOTAL: | 21,950 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 9,000 | 41 % |
| Pre-booked | 439 | 2 % |
| Reservation | 12,362 | 56 % |
| Demand-Response | 149 | 0 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 138 |
| NO-SHOWS: | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1800 |
| Saturday | 0900 to 1600 |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.25 | | |
| Child | $1.25 | | |
| Student | $1.25 | | |
| Senior | $1.25 | | |
| Attendant | $1.25 | | |
| Companion | $1.25 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE: SUBSCRIPTION SERVICE $1.00/TRIP

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | Different, $0.80 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 6 | 6 | 5.0 |
| Purpose-Built | 1 | 6 | 6 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | | | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 58,355 |
| Total | 58,355 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 4,972 |
| Total | 5,384 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | 1 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 4 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $15.25 | $13.25 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 16.2 % |
| Net Operating Cost/Capita | $3.22 |
| Municipal Net Cost/Capita | $0.80 |
| Share of Net Cost | |
| - Provincial | 75 % |
| - Municipal (incl. Donations) | 25 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $30.94 |
| Cost/Kilometre | $2.63 |
| Maintenance Cost/Kilometre | $0.343 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0130 |
| Revenue Vehicle Hours/Capita | 0.124 |
| Trips/Capita | 0.489 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $7.86 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,988 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.94 |
| Kilometres/Hour | 11.7 |
| Average Kilometres/Trip | 2.98 |
| Trips/Registrant | 37.56 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 0.71 % |
| No-Shows | - % |

VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,657 |
| Kilometres/Vehicle | 19,451 |

NIAGARA FALLS
NIAGARA CHAIR-A-VAN

SERVICE OPERATED BY:

MUNICIPAL CONTACT: TERRY LIBROCK
(416) 356-1179

OPERATIONS CONTACT:

SERVICE STARTED IN: JULY 1977
POPULATION SERVED: 72,100
SERVICE AREA (ha): 21,165

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 1 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 224 | 41% |
| - Ambulatory | 317 | 58% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 541 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | At Least Annually |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $126,111 | $7,717 |
| Non-Dedicated | | $7,373 |
| TOTAL: | $126,111 | $15,090 |

| | |
|---|---|
| NET OPERATING COST: | $111,021 |
| Provincial Share | $63,552 |
| Municipal Share | $47,469 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 4,700 | |
| - Ambulatory | 5,004 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 9,704 | 0 |

| | | |
|---|---|---|
| TRIP TYPES: | | |
| Subscription | 970 | 10 % |
| Pre-booked | 970 | 10 % |
| Reservation | 7,666 | 79 % |
| Demand-Response | 97 | 1 % |
| UNACCOMMODATED TRIP REQUESTS: | | 157 |
| CANCELLED TRIPS: | | 1,488 |
| NO-SHOWS: | | 284 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 2300 |
| Saturday | 0800 to 1630 |
| Sunday | 0800 to 1630 |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $0.95 | 20/$19.00 | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| VEHICLE TYPES: | | | | |
| S-Wagon/Sedan | | | | |
| Modified Vans | 2 | 3 | 6 | 5.0 |
| Small Buses | 1 | 4 | 6 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Transit Commission
MAINTENANCE: Transit Authority

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 2 | 2 | 1 | 1 | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Sunday | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 80,834
- Total 80,834

ANNUAL HOURS:
- Revenue 4,843
- Total 4,843

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | | | 3 |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | | | | 7 |
| TOTAL: | 2 | 1 | | 10 |

OPERATORS UNION: N/A
CONVENTIONAL UNION: ATU Local 1582

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.69 | $14.84 |
| Maintenance | N/A | 16.63 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 11.9 %
Net Operating Cost/Capita $1.54
Municipal Net Cost/Capita $0.65
Share of Net Cost
- Provincial 57 %
- Municipal (incl. Donations) 42 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $26.04
Cost/Kilometre $1.56
Maintenance Cost/Kilometre $0.259

SERVICE
Registrants/Capita 0.0080
Revenue Vehicle Hours/Capita 0.067
Trips/Capita 0.135
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $13.00
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,383

SERVICE UTILIZATION
Trips/Hour 2.00
Kilometres/Hour 16.6
Average Kilometres/Trip 8.33
Trips/Registrant 17.94
Unaccommodated Trip Requests 1.62 %
Cancellations 15.33 %
No-Shows 2.93 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,614
Kilometres/Vehicle 26,944

NORTH BAY
PARA-BUS

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: TERRY BRENT
(705) 474-0400

OPERATIONS CONTACT: BETTY GIFFORD
(705) 476-5530

SERVICE STARTED IN: JULY 1982
POPULATION SERVED: 51,500
SERVICE AREA (ha): 8,700

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |
| UNABLE TO WALK 175M | |

ELIGIBILITY COMMITTEE? No
MEMBERS? 0
NORTH BAY TRANSIT MANAGER

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 147 | 23% |
| - Ambulatory | 475 | 75% |
| - Temporary | 5 | 0% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 627 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $242,722 | $10,496 |
| Non-Dedicated | | $18,959 |
| TOTAL: | $242,722 | $29,455 |

| | |
|---|---|
| NET OPERATING COST: | $213,267 |
| Provincial Share | $132,598 |
| Municipal Share | $80,669 |
| Donations | $14,250 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 10,364 | |
| - Ambulatory | 9,601 | |
| Attendants/Companions | 357 | |
| Other (not eligible) | | |
| TOTAL: | 20,322 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 9,500 | 46 % |
| Pre-booked | 5,626 | 27 % |
| Reservation | 4,896 | 24 % |
| Demand-Response | 300 | 1 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 346 |
| CANCELLED TRIPS: | 2,017 |
| NO-SHOWS: | 136 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0730 to 1715 |
| Saturday | 0830 to 1630 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | 10/$10 | |
| Child | $1.00 | 10/$10 | |
| Student | $1.00 | 10/$10 | |
| Senior | $1.00 | 10/$10 | |
| Attendant | $1.00 | 10/$10 | |
| Companion | $1.00 | 10/$10 | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 4 | 4 | |
| Small Buses | 2 | 2 | 3 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 5 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 4 | 3 | 3 | 4 | 4 | | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 132,236
- Total 132,236

ANNUAL HOURS:
- Revenue 8,179
- Total 8,179

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 4 | 2 | | |
| Office | 1 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 6 | 3 | | |

OPERATORS UNION: TEAMSTERS Local
CONVENTIONAL UNION: CUPE Local 122

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.92 | $14.52 |
| Maintenance | 16.75 | 16.75 |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 12.1 %
- Net Operating Cost/Capita: $4.14
- Municipal Net Cost/Capita: $1.84
- Share of Net Cost
  - Provincial: 58 %
  - Municipal (incl. Donations): 41 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $29.67
- Cost/Kilometre: $1.83
- Maintenance Cost/Kilometre: $0.534

SERVICE
- Registrants/Capita: 0.0120
- Revenue Vehicle Hours/Capita: 0.159
- Trips/Capita: 0.388
- Trips by Non-Dedicated Service: - %

EFFECTIVENESS
- Cost/Trip - Dedicated: $12.16
- Non-Dedicated: -

LABOUR PRODUCTIVITY
- Hours/Operator: 1,635

SERVICE UTILIZATION
- Trips/Hour: 2.44
- Kilometres/Hour: 16.1
- Average Kilometres/Trip: 6.62
- Trips/Registrant: 31.84
- Unaccommodated Trip Requests: 1.73 %
- Cancellations: 10.10 %
- No-Shows: 0.68 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 1,635
- Kilometres/Vehicle: 26,447

OAKVILLE
CARE-A-VAN

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: T.L. BEATSON
(416) 844-0881

OPERATIONS CONTACT: ROY B. McEWEN
(416) 844-0881

SERVICE STARTED IN: JUNE 1980
POPULATION SERVED: 106,000
SERVICE AREA (ha): 7,000

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? Yes
MEMBERS? 3

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 150 | 30% |
| - Ambulatory | 331 | 67% |
| - Temporary | 6 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | 3 | 0% |
| TOTAL: | 490 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $194,507 | $10,171 |
| Non-Dedicated | | $509 |
| TOTAL: | $194,507 | $10,680 |

NET OPERATING COST: $183,827
Provincial Share $91,914
Municipal Share $91,914
Donations $165,240

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,985 | |
| - Ambulatory | 4,965 | 10 |
| Attendants/Companions | 553 | |
| Other (not eligible) | | |
| TOTAL: | 9,503 | 10 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |

UNACCOMMODATED TRIP REQUESTS: 200
CANCELLED TRIPS: 1,120
NO-SHOWS: 36

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 1800 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., Max. 7 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.20 | $12.00 | |
| Child | $1.20 | $12.00 | |
| Student | $1.20 | $12.00 | |
| Senior | $1.20 | $12.00 | |
| Attendant | $1.20 | $12.00 | |
| Companion | $1.20 | $12.00 | |
| Other | $1.20 | $12.00 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 3 | 5 | 4 | 3.0 |
| Purpose-Built | 3 | 5 | 15 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 6 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 79,767
- Total 79,767

ANNUAL HOURS:
- Revenue 5,040
- Total 5,040

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
- SAMPLE TRIPS BETWEEN

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | 1 | | |
| Office | 1 | | | |
| Maintenance | | 2 | | |
| Administration | | 2 | | |
| TOTAL: | 3 | 5 | | |

OPERATORS UNION: CAW Local 1256
CONVENTIONAL UNION: CAW Local 1256

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $15.16 | $15.16 |
| Maintenance | 18.12 | 18.12 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 5.4 %

Net Operating Cost/Capita $1.73
Municipal Net Cost/Capita $0.86
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $38.59
Cost/Kilometre $2.43
Maintenance Cost/Kilometre $0.562

SERVICE
Registrants/Capita 0.0050
Revenue Vehicle Hours/Capita 0.048
Trips/Capita 0.085
Trips by Non-Dedicated Service 0.11 %

EFFECTIVENESS
Cost/Trip - Dedicated $21.73
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 2,016

SERVICE UTILIZATION
Trips/Hour 1.78
Kilometres/Hour 15.8
Average Kilometres/Trip 8.91
Trips/Registrant 18.40
Unaccommodated Trip Requests 2.23 %
Cancellations 12.50 %
No-Shows 0.40 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 840
Kilometres/Vehicle 13,294

ORILLIA
WHEELCHAIR LIMOUSINE SERVICE

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: GAIL BARRETT (705) 325-1311

OPERATIONS CONTACT: STEVE SHANE (705) 326-7376

SERVICE STARTED IN: JUNE 1987
POPULATION SERVED: 24,000
SERVICE AREA (ha): 2,129

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 3 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 355 | 88% |
| - Ambulatory | 44 | 11% |
| - Temporary | 1 | 0% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 400 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $62,961 | $3,716 |
| Non-Dedicated | | $1,312 |
| TOTAL: | $62,961 | $5,028 |

| | |
|---|---|
| NET OPERATING COST: | $57,933 |
| Provincial Share | $32,332 |
| Municipal Share | $25,601 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 4,478 | |
| - Ambulatory | 200 | |
| Attendants/Companions | 350 | |
| Other (not eligible) | | |
| TOTAL: | 5,028 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 520 | 10 % |
| Pre-booked | 350 | 6 % |
| Reservation | 3,920 | 77 % |
| Demand-Response | 238 | 4 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 2000 |
| Saturday | 1000 to 1700 |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., Max. 90 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $20.00 | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $0.80 |

## VENICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 4 | 3.5 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 21,650 |
| Total | 22,000 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 2,619 |
| Total | 2,831 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | 3 | | |
| Office | | 2 | | |
| Maintenance | | 1 | | |
| Administration | | 2 | | |
| TOTAL: | 1 | 8 | | |

OPERATORS UNION: CBRT Local 307
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.00 | $10.50 |
| Maintenance | 14.25 | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost 7.9 %

| | |
|---|---|
| Net Operating Cost/Capita | $2.41 |
| Municipal Net Cost/Capita | $1.06 |
| Share of Net Cost | |
| - Provincial | 55 % |
| - Municipal (incl. Donations) | 44 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $24.04 |
| Cost/Kilometre | $2.90 |
| Maintenance Cost/Kilometre | - |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0170 |
| Revenue Vehicle Hours/Capita | 0.109 |
| Trips/Capita | 0.195 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $13.46 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,047 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.79 |
| Kilometres/Hour | 8.2 |
| Average Kilometres/Trip | 4.63 |
| Trips/Registrant | 11.70 |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,619 |
| Kilometres/Vehicle | 21,650 |

OSHAWA
HANDI-TRANSIT

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: I. SCHAFFER (416) 725-7351

OPERATIONS CONTACT: DOUG MANUEL (416) 571-1222

SERVICE STARTED IN: JANUARY 1974
POPULATION SERVED: 122,000
SERVICE AREA (ha): 6,216

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use With Dignity
- Other X

ELIGIBILITY COMMITTEE? No
MEMBERS? 0
Eligibility Determined By Staff

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A
NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - | % |
| - Ambulatory | - | % |
| - Temporary | - | % |
| Attendants/Companions | - | % |
| Other (not eligible) | - | % |
| TOTAL: | 0 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Within Last 5 Year

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $535,782 | $21,780 |
| Non-Dedicated | | $158,721 |
| TOTAL: | $535,782 | $180,501 |

| | |
|---|---|
| NET OPERATING COST: | $355,281 |
| Provincial Share | $241,901 |
| Municipal Share | $113,380 |
| Donations | $49 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 25,036 | |
| - Ambulatory | 7,679 | |
| Attendants/Companions | 4,387 | |
| Other (not eligible) | | |
| TOTAL: | 37,102 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 12,156 | 32 % |
| Pre-booked | 4,306 | 11 % |
| Reservation | 7,284 | 19 % |
| Demand-Response | 8,968 | 24 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0730 to 2300 |
| Saturday | 0800 to 2300 |
| Sunday | 0930 to 2200 |
| Holidays | 0830 to 1700 |

CALL-INS:
Minimum 1 Hrs., Max. 3 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $1.00 | |
| Child | $1.00 | $1.00 | |
| Student | $1.00 | $1.00 | |
| Senior | $1.00 | $1.00 | |
| Attendant | $1.00 | $1.00 | |
| Companion | $1.00 | $1.00 | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
AGENCY CONTRACTS, MONTHLY BILLING

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours Longer
Fare Structure Different, $1.15

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| 8-Wagon/Sedan | | | | |
| Modified Vans | 8 | 5 | 4 | 5.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 8 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 6 | 6 | 4 | 7 | 7 | 1 | 1 | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 261,021
- Total: 263,271

ANNUAL HOURS:
- Revenue: 15,982
- Total: 16,776

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 5 | 2 | | |
| Office | 3 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 9 | 3 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: TBEU Local 636

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.40 | $16.53 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost: 33.6 %

| | |
|---|---|
| Net Operating Cost/Capita | $2.91 |
| Municipal Net Cost/Capita | $0.93 |
| Share of Net Cost | |
| - Provincial | 68 % |
| - Municipal (incl. Donations) | 31 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $33.52 |
| Cost/Kilometre | $2.05 |
| Maintenance Cost/Kilometre | - |

SERVICE

| | |
|---|---|
| Registrants/Capita | |
| Revenue Vehicle Hours/Capita | 0.131 |
| Trips/Capita | 0.268 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $16.38 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,663 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.05 |
| Kilometres/Hour | 16.3 |
| Average Kilometres/Trip | 7.98 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,997 |
| Kilometres/Vehicle | 32,627 |

OTTAWA
PARA TRANSPO

SERVICE OPERATED BY:
Transit Commission

MUNICIPAL CONTACT: PAT LARKIN
(613) 748-4406

OPERATIONS CONTACT: PAT LARKIN
(613) 748-4406

SERVICE STARTED IN: 1974
POPULATION SERVED: 568,000
SERVICE AREA (ha): 34,000

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 12

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 4,610 | 30% |
| - Ambulatory | 9,390 | 62% |
| - Temporary | 787 | 5% |
| Attendants/Companions | 201 | 1% |
| Other (not eligible) | | - % |
| TOTAL: | 14,988 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $8,606,000 | $576,000 |
| Non-Dedicated | | $1,000 |
| TOTAL: | $8,606,000 | $577,000 |

| | |
|---|---|
| NET OPERATING COST: | $8,029,000 |
| Provincial Share | $4,063,000 |
| Municipal Share | $3,966,000 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 188,644 | |
| - Ambulatory | 243,082 | |
| Attendants/Companions | 40,404 | |
| Other (not eligible) | | |
| TOTAL: | 472,130 | 0 |

| | | |
|---|---|---|
| TRIP TYPES: | | |
| Subscription | 202,107 | 42 % |
| Pre-booked | | - % |
| Reservation | 221,473 | 46 % |
| Demand-Response | 70,847 | 15 % |
| UNACCOMMODATED TRIP REQUESTS: | | 2,885 |
| CANCELLED TRIPS: | | 48,614 |
| NO-SHOWS: | | 22,297 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0630 to 2430 |
| Saturday | 0630 to 2430 |
| Sunday | 0630 to 2430 |
| Holidays | 0630 to 2430 |

CALL-INS:
No Minimum, Max. 1 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | X | X |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $0.90 | $0.90 | |
| Child | $0.90 | $0.90 | |
| Student | $0.90 | $0.90 | |
| Senior | $0.90 | $0.90 | |
| Attendant | | | |
| Companion | $0.90 | $0.90 | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
PEAK PERIOD FARES: AM $2.30, PM $

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Same |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 53 | 3 | 4 | 4.6 |
| Purpose-Built | 9 | 6 | 12 | 4.0 |
| Other | 24 | | 4 | 4.5 |
| TOTAL VEHICLES: | 86 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 45 | 55 | 45 | 73 | 73 | 18 | 10 | |
| Saturday | 10 | 28 | 14 | 30 | 28 | 12 | 7 | |
| Sunday | 4 | 26 | 20 | 26 | 26 | 16 | 7 | |
| Holidays | 4 | 26 | 20 | 26 | 26 | 16 | 7 | |

ANNUAL KILOMETRES:
- Revenue 4,769,607
- Total 4,769,607

ANNUAL HOURS:
- Revenue 220,519
- Total 220,519

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 155 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | 155 | | | |

OPERATORS UNION: A.T.U. Local 279
CONVENTIONAL UNION: A.T.U. Local 279

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 6.7 %
Net Operating Cost/Capita $14.13
Municipal Net Cost/Capita $6.98
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 49 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $39.02
Cost/Kilometre $1.80
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita 0.0260
Revenue Vehicle Hours/Capita 0.388
Trips/Capita 0.760
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $19.93
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,422

SERVICE UTILIZATION
Trips/Hour 1.96
Kilometres/Hour 21.6
Average Kilometres/Trip 11.0
Trips/Registrant 28.81
Unaccommodated Trip Requests 0.67 %
Cancellations 11.26 %
No-Shows 5.17 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 2,564
Kilometres/Vehicle 55,460

OWEN SOUND
SPECIALIZED MOBILITY TRANSIT

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: JIM COBURN
(519) 376-1440

OPERATIONS CONTACT: W.A.F. NAGLE
(519) 376-5712

SERVICE STARTED IN: JUNE 1988
POPULATION SERVED: 20,000
SERVICE AREA (ha): 2,367

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 3 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 198 | 47% |
| - Ambulatory | 217 | 51% |
| - Temporary | 6 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 421 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | At Least Annually |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $88,809 | $9,910 |
| Non-Dedicated | | |
| TOTAL: | $88,809 | $9,910 |

| | |
|---|---|
| NET OPERATING COST: | $78,899 |
| Provincial Share | $49,780 |
| Municipal Share | $29,119 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,993 | |
| - Ambulatory | 6,368 | |
| Attendants/Companions | | |
| Other (not eligible) | 568 | 456 |
| TOTAL: | 9,929 | 456 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 1,500 | 15 % |
| Pre-booked | | - % |
| Reservation | 8,885 | 89 % |
| Demand-Response | | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 2400 |
| Saturday | 1200 to 1700 |
| Sunday | 1000 to 1500 |
| Holidays | to |

CALL-INS: No Minimum, No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | X |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | $30.00 |
| Child | $1.00 | | $15.00 |
| Student | $1.00 | | $22.00 |
| Senior | $1.00 | | $22.00 |
| Attendant | $1.00 | | |
| Companion | $1.00 | | |
| Other | $1.00 | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 6 | 3.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | 1 | 1 | 1 | |
| Saturday | | | 1 | 1 | 1 | | | |
| Sunday | | 1 | 1 | 1 | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 2,965
- Total 2,965

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | 1 | | |
| TOTAL: | 1 | 1 | | |

OPERATORS UNION: CBRTGW Local 307
CONVENTIONAL UNION: CBRTGW Local 307

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.90 | $10.90 |
| Maintenance | 13.85 | 13.85 |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 11.1 %
- Net Operating Cost/Capita: $3.94
- Municipal Net Cost/Capita: $1.45
- Share of Net Cost
  - Provincial: 63 %
  - Municipal (incl. Donations): 36 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $29.95
- Cost/Kilometre
- Maintenance Cost/Kilometre: -

SERVICE
- Registrants/Capita: 0.0210
- Revenue Vehicle Hours/Capita: 0.148
- Trips/Capita: 0.491
- Trips by Non-Dedicated Service: 4.65 %

EFFECTIVENESS
- Cost/Trip - Dedicated: $9.49
- Non-Dedicated: -

LABOUR PRODUCTIVITY
- Hours/Operator: -

SERVICE UTILIZATION
- Trips/Hour: 3.16
- Kilometres/Hour: -
- Average Kilometres/Trip: -
- Trips/Registrant: 23.32
- Unaccommodated Trip Requests: - %
- Cancellations: - %
- No-Shows: - %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 2,965
- Kilometres/Vehicle: -

PARIS
COMMUNITY VAN SERVICE

SERVICE OPERATED BY:
Hospital

MUNICIPAL CONTACT: GLORIA TAYLOR
(519) 442-6324

OPERATIONS CONTACT: LYNDA TRIMBLE
(519) 442-2251

SERVICE STARTED IN: OCTOBER 1978
POPULATION SERVED: 8,667
SERVICE AREA (ha): 1,121

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 19

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 101 | 58% |
| - Ambulatory | 70 | 40% |
| - Temporary | 3 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 174 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $46,900 | |
| Non-Dedicated | | |
| TOTAL: | $46,900 | $0 |
| NET OPERATING COST: | | $46,900 |
| Provincial Share | | $23,859 |
| Municipal Share | | $23,041 |
| Donations | | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,852 | |
| - Ambulatory | | |
| Attendants/Companions | 522 | |
| Other (not eligible) | | |
| TOTAL: | 4,374 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | 1,156 | 26 % |
| Reservation | 2,311 | 52 % |
| Demand-Response | 385 | 8 % |
| UNACCOMMODATED TRIP REQUESTS: | | 25 |
| CANCELLED TRIPS: | | 100 |
| NO-SHOWS: | | 20 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0900 to 1600 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 6 Hrs., Max. 60 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | Different, $2.25 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 8 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 24,012 |
| Total | 24,332 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 1,593 |
| Total | 1,743 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | 1 | | |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | | 1 | | |
| TOTAL: | | 3 | | |

OPERATORS UNION: SEIU Local 204
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.91 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost %

| | |
|---|---|
| Net Operating Cost/Capita | $5.41 |
| Municipal Net Cost/Capita | $2.65 |
| Share of Net Cost | |
| - Provincial | 50 % |
| - Municipal (incl. Donations) | 49 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $29.44 |
| Cost/Kilometre | $1.95 |
| Maintenance Cost/Kilometre | $0.168 |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0200 |
| Revenue Vehicle Hours/Capita | 0.184 |
| Trips/Capita | 0.444 |
| Trips by Non-Dedicated Service | - % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $12.18 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 3,186 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.42 |
| Kilometres/Hour | 15.0 |
| Average Kilometres/Trip | 6.23 |
| Trips/Registrant | 22.14 |
| Unaccommodated Trip Requests | 0.65 % |
| Cancellations | 2.60 % |
| No-Shows | 0.52 % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,593 |
| Kilometres/Vehicle | 24,012 |

PEEL
TRANSHELP

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: NORMAN R. McLEOD
(416) 568-0094

OPERATIONS CONTACT: NORMAN R. McLEOD
(416) 568-0094

SERVICE STARTED IN: APRIL 1981
POPULATION SERVED: 678,000
SERVICE AREA (ha): 75,897

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 864 | 41% |
| - Ambulatory | 1,017 | 48% |
| - Temporary | 200 | 9% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 2,081 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $2,047,693 | $70,837 |
| Non-Dedicated | $744,475 | $54,375 |
| TOTAL: | $2,792,168 | $125,212 |

| | |
|---|---|
| NET OPERATING COST: | $2,666,956 |
| Provincial Share | $1,373,606 |
| Municipal Share | $1,247,722 |
| Donations | $1,710 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 43,540 | 20,354 |
| - Ambulatory | 57,769 | 27,005 |
| Attendants/Companions | 10,682 | 4,993 |
| Other (not eligible) | | |
| TOTAL: | 111,991 | 52,352 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 60,783 | 54 % |
| Pre-booked | 65,585 | 58 % |
| Reservation | 20,813 | 18 % |
| Demand-Response | 1,487 | 1 % |
| UNACCOMMODATED TRIP REQUESTS: | 4,088 | |
| CANCELLED TRIPS: | 11,044 | |
| NO-SHOWS: | 1,610 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0730 to 2330 |
| Saturday | 0900 to 2330 |
| Sunday | 0900 to 1700 |
| Holidays | 0900 to 1700 |

CALL-INS:
Minimum 48 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.15 | 10/$10.50 | $48.00 |
| Child | | | |
| Student | $1.00 | 10/$9.00 | $41.00 |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
ANNUAL SENIORS PASS $5.00

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 4 | 4 | 3.0 |
| Small Buses | 18 | 5 | 6 | 3.7 |
| Purpose-Built | 2 | 6 | 6 | 4.0 |
| Other | 2 | 7 | 16 | 1.0 |
| TOTAL VEHICLES: | 25 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 16 | 21 | 20 | 20 | 21 | 5 | 5 | |
| Saturday | | 6 | 6 | 6 | 6 | 3 | 3 | |
| Sunday | | 2 | 3 | 2 | 2 | | | |
| Holidays | | 1 | 2 | 1 | 1 | | | |

ANNUAL KILOMETRES:
- Revenue 1,091,106
- Total 1,091,106

ANNUAL HOURS:
- Revenue 49,460
- Total 0

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 3

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 21 | 15 | | |
| Office | 6 | 3 | | |
| Maintenance | 4 | 1 | | |
| Administration | 6 | | | |
| TOTAL: | 37 | 19 | | |

OPERATORS UNION: CUPE Local 1483A
CONVENTIONAL UNION: ATU Local 1572

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.15 | $17.76 |
| Maintenance | 17.56 | 18.99 |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost 4.4 %
- Net Operating Cost/Capita $3.93
- Municipal Net Cost/Capita $1.84
- Share of Net Cost
  - Provincial 52 %
  - Municipal (incl. Donations) 47 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour $41.40
- Cost/Kilometre $1.87
- Maintenance Cost/Kilometre $0.290

SERVICE
- Registrants/Capita 0.0030
- Revenue Vehicle Hours/Capita 0.073
- Trips/Capita 0.219
- Trips by Non-Dedicated Service 31.86 %

EFFECTIVENESS
- Cost/Trip - Dedicated $20.21
- Non-Dedicated $15.72

LABOUR PRODUCTIVITY
- Hours/Operator 1,735

SERVICE UTILIZATION
- Trips/Hour 2.05
- Kilometres/Hour 22.0
- Average Kilometres/Trip 10.8
- Trips/Registrant 71.44
- Unaccommodated Trip Requests 2.75 %
- Cancellations 7.43 %
- No-Shows 1.08 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle 1,978
- Kilometres/Vehicle 43,644

PEMBROKE
PEMBROKE HANDI-BUS

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: BARRY CHURCH
(613) 735-3675

OPERATIONS CONTACT: ART GALLAGHER
(613) 735-6998

SERVICE STARTED IN: AUGUST 1989
POPULATION SERVED: 25,000
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 2 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 78 | 31% |
| - Ambulatory | 164 | 66% |
| - Temporary | 3 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 245 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $72,888 | $11,882 |
| Non-Dedicated | | |
| TOTAL: | $72,888 | $11,882 |

| | |
|---|---|
| NET OPERATING COST: | $61,006 |
| Provincial Share | $38,180 |
| Municipal Share | $0 |
| Donations | $44,649 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 930 | |
| - Ambulatory | 4,247 | |
| Attendants/Companions | 871 | |
| Other (not eligible) | 269 | |
| TOTAL: | 6,317 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 780 | 12 % |
| Pre-booked | | - % |
| Reservation | 2,175 | 34 % |
| Demand-Response | 950 | 15 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | |
| CANCELLED TRIPS: | 245 |
| NO-SHOWS: | 2 |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | X |
| Accessible Door | X |
| HOURS OF SERVICE: | |
| Weekdays | 0830 to 1630 |
| Saturday | to |
| Sunday | to |
| Holidays | to |
| CALL-INS: | Minimum 24 Hrs., No Max. |

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $2.00 | $20.00 | |
| Child | $2.00 | $20.00 | |
| Student | $2.00 | $20.00 | |
| Senior | $2.00 | $20.00 | |
| Attendant | | | |
| Companion | $2.00 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | Different, $1.10 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 2 | 5 | 6 | 5.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 18,520
- Total 26,570

ANNUAL HOURS:
- Revenue 1,708
- Total 2,080

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 2 | | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: CUPE Local 24

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.50 | $13.43 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 16.3 %
- Net Operating Cost/Capita: $2.44
- Municipal Net Cost/Capita: $1.78
- Share of Net Cost
  - Provincial: 46 %
  - Municipal (incl. Donations): 53 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $42.67
- Cost/Kilometre: $3.93
- Maintenance Cost/Kilometre: $0.034

SERVICE
- Registrants/Capita: 0.0100
- Revenue Vehicle Hours/Capita: 0.068
- Trips/Capita: 0.207
- Trips by Non-Dedicated Service: - %

EFFECTIVENESS
- Cost/Trip - Dedicated: $14.08
- Cost/Trip - Non-Dedicated: -

LABOUR PRODUCTIVITY
- Hours/Operator: 1,708

SERVICE UTILIZATION
- Trips/Hour: 3.03
- Kilometres/Hour: 10.8
- Average Kilometres/Trip: 3.58
- Trips/Registrant: 21.13
- Unaccommodated Trip Requests: - %
- Cancellations: 4.73 %
- No-Shows: 0.04 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 854
- Kilometres/Vehicle: 9,260

PETERBOROUGH
HANDI VAN

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: BARB HOGG
(705) 748-8895

OPERATIONS CONTACT: WILLIAM PACKER
(705) 748-8895

SERVICE STARTED IN: SEPTEMBER 1979
POPULATION SERVED: 65,000
SERVICE AREA (ha): 5,322

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? No
MEMBERS? 0
Eligibility Determined By Staff

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 305 | 32% |
| - Ambulatory | 620 | 66% |
| - Temporary | 2 | 0% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 927 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Withing Last 5 Year

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $241,899 | $45,432 |
| Non-Dedicated | $4,464 | |
| TOTAL: | $246,363 | $45,432 |

NET OPERATING COST: $200,931
Provincial Share $246,363
Municipal Share $45,432
Donations $0

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 16,640 | |
| - Ambulatory | 32,760 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 49,400 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 4,113
NO-SHOWS:

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | | |
|---|---|---|
| Weekdays | 0715 | to 2315 |
| Saturday | 0715 | to 2315 |
| Sunday | 0930 | to 2000 |
| Holid | | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.05 | | $38.00 |
| Child | $0.75 | | $18.50 |
| Student | $1.05 | | $29.50 |
| Senior | $1.05 | | $9.00 |
| Attendant | $1.05 | | |
| Companion | $1.05 | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours Shorter
Fare Structure Same

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 6 | 4 | 4 | 3.5 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 6 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 6 | 5 | 4 | 5 | 6 | 2 | 1 | |
| Saturday | 1 | 3 | 3 | 2 | 2 | 1 | 1 | |
| Sunday | | 2 | 2 | 1 | 1 | 1 | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 234,837 |
| Total | 234,837 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 12,091 |
| Total | 12,091 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 6 | 2 | | |
| Office | 1 | 2 | | |
| Maintenance | 3 | | | |
| Administration | 2 | | | |
| TOTAL: | 12 | 4 | | |

OPERATORS UNION: A.T.U. Local 1320
CONVENTIONAL UNION: A.T.U. Local 1320

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.92 | $13.92 |
| Maintenance | 14.36 | 14.39 |

## PERFORMANCE INDICATORS

### FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 18.4 % |
| Net Operating Cost/Capita | $3.09 |
| Municipal Net Cost/Capita | $0.69 |
| Share of Net Cost | |
| - Provincial | 84 % |
| - Municipal (incl. Donations) | 15 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $20.00 |
| Cost/Kilometre | $1.03 |
| Maintenance Cost/Kilometre | $0.090 |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0140 |
| Revenue Vehicle Hours/Capita | 0.186 |
| Trips/Capita | 0.760 |
| Trips by Non-Dedicated Service | - % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $4.90 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,727 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 4.09 |
| Kilometres/Hour | 19.4 |
| Average Kilometres/Trip | 4.75 |
| Trips/Registrant | 53.29 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 8.33 % |
| No-Shows | - % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,015 |
| Kilometres/Vehicle | 39,139 |

PORT HOPE
NO RETURN COMPLETED FOR 1990

MUNICIPAL CONTACT:

SERVICE STARTED IN:
POPULATION SERVED: N/A
SERVICE AREA (ha): N/A

SERVICE OPERATED BY:

OPERATIONS CONTACT:

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other X

ELIGIBILITY COMMITTEE? No
MEMBERS? 0

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendants/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | 0 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | | |
| Non-Dedicated | | |
| TOTAL: | $0 | $0 |
| NET OPERATING COST: | | $0 |
| Provincial Share | | $0 |
| Municipal Share | | $0 |
| Donations | | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 0 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | to |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 0 Hrs., Max. 0 Days
Manually Computer

METHODS:
Registration
Reservations
Scheduling
Dispatching

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | N/A |
| Fare Structure | N/A |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| 5-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 0 | | | |

OWNERSHIP:
MAINTENANCE:

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | | | | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 0
- Total 0

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | | | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

**FINANCIAL**

R/C = Operating Revenue / Operating Cost %

Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost
- Provincial %
- Municipal (incl. Donations) %

**EFFICIENCY** (Dedicated Service Only)

Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre -

**SERVICE**

Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non-Dedicated Service - %

**EFFECTIVENESS**

Cost/Trip - Dedicated -
- Non-Dedicated -

**LABOUR PRODUCTIVITY**

Hours/Operator -

**SERVICE UTILIZATION**

Trips/Hour -
Kilometres/Hour -
Average Kilometres/Trip -
Trips/Registrant -
Unaccommodated Trip Requests - %
Cancellations - %
No-Shows - %

**VEHICLE UTILIZATION** (Dedicated Service Only)

Revenue Hours/Vehicle -
Kilometres/Vehicle -

RENFREW
SUNSHINE COACH SERVICE

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: BILL MCMAHON
(613) 432-4848

OPERATIONS CONTACT: DOUG HEADRICK
(613) 432-2134

SERVICE STARTED IN: MARCH 1985
POPULATION SERVED: 12,756
SERVICE AREA (ha): 92,103

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 100 | 25% |
| - Ambulatory | 90 | 23% |
| - Temporary | 10 | 2% |
| Attendants/Companions | | - % |
| Other (not eligible) | 190 | 48% |
| TOTAL: | 390 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $115,562 | $64,152 |
| Non-Dedicated | | |
| TOTAL: | $115,562 | $64,152 |

| | |
|---|---|
| NET OPERATING COST: | $51,410 |
| Provincial Share | $39,116 |
| Municipal Share | $0 |
| Donations | $1,437 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,776 | |
| - Ambulatory | 2,194 | |
| Attendants/Companions | 1,104 | |
| Other (not eligible) | | |
| TOTAL: | 7,074 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 1,500 | 21 % |
| Pre-booked | 600 | 8 % |
| Reservation | 2,400 | 33 % |
| Demand-Response | 1,470 | 20 % |
| UNACCOMMODATED TRIP REQUESTS: | | 50 |
| CANCELLED TRIPS: | | 50 |
| NO-SHOWS: | | 25 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 08:30 to 16:30 |
| Saturday | 10:00 to 15:30 |
| Sunday | 11:00 to 16:00 |
| Holidays | to |

CALL-INS: No Minimum, No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $2.25 | 10/$22.50 | |
| Child | $2.25 | 10/$22.50 | |
| Student | $2.25 | 10/$22.50 | |
| Senior | $2.25 | 10/$22.50 | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 2 | 3 | 2.0 |
| Small Buses | 1 | 4 | 8 | 6.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | 1 | 1 | 1 | 1 | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 59,482
- Total 60,232

ANNUAL HOURS:
- Revenue 2,894
- Total 3,700

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | 3 | | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $8.50 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 55.5 %

| | |
|---|---|
| Net Operating Cost/Capita | $4.03 |
| Municipal Net Cost/Capita | $0.11 |
| Share of Net Cost | |
| - Provincial | 96 % |
| - Municipal (incl. Donations) | 3 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $39.93 |
| Cost/Kilometre | $1.94 |
| Maintenance Cost/Kilometre | - |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0160 |
| Revenue Vehicle Hours/Capita | 0.227 |
| Trips/Capita | 0.468 |
| Trips by Non-Dedicated Service | - % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $19.36 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,447 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.06 |
| Kilometres/Hour | 20.5 |
| Average Kilometres/Trip | 9.96 |
| Trips/Registrant | 29.85 |
| Unaccommodated Trip Requests | 0.84 % |
| Cancellations | 0.84 % |
| No-Shows | 0.42 % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,447 |
| Kilometres/Vehicle | 29,741 |

RICHMOND HILL
RICHMOND HILL MOBILITY BUS

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: W.J. NEWTON
(416) 737-4150

OPERATIONS CONTACT: AVIS EVANS
(416) 737-4150

SERVICE STARTED IN: JUNE 1980
POPULATION SERVED: 78,000
SERVICE AREA (ha): 1,950

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 2 |
| Determined By Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 205 | 25% |
| - Ambulatory | 610 | 74% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 815 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $133,588 | $5,862 |
| Non-Dedicated | $7,600 | $750 |
| TOTAL: | $141,188 | $6,612 |

| | |
|---|---|
| NET OPERATING COST: | $134,576 |
| Provincial Share | $67,288 |
| Municipal Share | $67,288 |
| Donations | $100 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,477 | 186 |
| - Ambulatory | 6,937 | 994 |
| Attendants/Companions | 495 | 62 |
| Other (not eligible) | | |
| TOTAL: | 9,909 | 1,242 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 1,338 | 13 % |
| Pre-booked | 4,906 | 49 % |
| Reservation | 4,460 | 45 % |
| Demand-Response | 446 | 4 % |
| UNACCOMMODATED TRIP REQUESTS: | | 110 |
| CANCELLED TRIPS: | | 550 |
| NO-SHOWS: | | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 1900 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
No Minimum, Max. 30 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | | |
| Child | $0.60 | | |
| Student | $0.75 | | $32.00 |
| Senior | $0.60 | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
ATTENDANTS, COMPAN'S PAY APPLICABL

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 4 | 5.0 |
| Purpose-Built | 1 | 5 | 6 | 2.0 |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 2 | 2 | 2 | 1 | 1 | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 56,425
- Total 64,225

ANNUAL HOURS:
- Revenue 3,908
- Total 4,160

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
MONTHLY BILLINGS SIGN

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | | | |
| Office | 1 | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 3 | | |
| TOTAL: | 3 | 5 | | |

OPERATORS UNION: CUPE Local 2471
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $14.38 | $12.65 |
| Maintenance | 16.17 | 19.23 |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost 4.6 %
- Net Operating Cost/Capita $1.72
- Municipal Net Cost/Capita $0.86
- Share of Net Cost
  - Provincial 49 %
  - Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour $34.18
- Cost/Kilometre $2.36
- Maintenance Cost/Kilometre $0.120

SERVICE
- Registrants/Capita 0.0100
- Revenue Vehicle Hours/Capita 0.050
- Trips/Capita 0.136
- Trips by Non-Dedicated Service 11.14 %

EFFECTIVENESS
- Cost/Trip - Dedicated $14.19
- Cost/Trip - Non-Dedicated $6.44

LABOUR PRODUCTIVITY
- Hours/Operator 1,954

SERVICE UTILIZATION
- Trips/Hour 2.41
- Kilometres/Hour 14.4
- Average Kilometres/Trip 5.99
- Trips/Registrant 13.00
- Unaccommodated Trip Requests 1.04 %
- Cancellations 5.19 %
- No-Shows - %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle 1,954
- Kilometres/Vehicle 28,212

SARNIA
SARNIA CARE-A-VAN

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: LORRAINE OLIVER
(519) 336-3271

OPERATIONS CONTACT: JIM STEVENS
(519) 336-3789

SERVICE STARTED IN: APR. 1981
POPULATION SERVED: 73,798
SERVICE AREA (ha): 5,154

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 366 | 35% |
| - Ambulatory | 675 | 64% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 1,041 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $285,681 | $24,763 |
| Non-Dedicated | | $98,394 |
| TOTAL: | $285,681 | $123,157 |

| | |
|---|---|
| NET OPERATING COST: | $162,524 |
| Provincial Share | $105,182 |
| Municipal Share | $57,342 |
| Donations | $25,000 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,156 | |
| - Ambulatory | 18,164 | |
| Attendants/Companions | 1,239 | |
| Other (not eligible) | | |
| TOTAL: | 22,559 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 7,896 | 35 % |
| Pre-booked | 7,896 | 35 % |
| Reservation | 6,767 | 30 % |
| Demand-Response | | - % |
| UNACCOMMODATED TRIP REQUESTS: | | 451 |
| CANCELLED TRIPS: | | 1,579 |
| NO-SHOWS: | | 225 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 07:30 to 21:15 |
| Saturday | 09:30 to 17:15 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 6 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | 20/$19.00 | $38.00 |
| Child | $0.65 | 20/$12.00 | $24.00 |
| Student | $0.65 | 20/$12.00 | $24.00 |
| Senior | $1.00 | $1.00 | |
| Attendant | $1.00 | 20/$19.00 | $38.00 |
| Companion | $1.00 | 20/$19.00 | $38.00 |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 5 | 3 | 8 | 3.5 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 5 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 4 | 4 | 3 | 1 | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 121,863
- Total 124,982

ANNUAL HOURS:
- Revenue 8,208
- Total 8,208

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 4 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 5 | | | |

OPERATORS UNION: CBRT&GW Local 184
CONVENTIONAL UNION: CBRT&GW Local 184

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.03 | $13.03 |
| Maintenance | 15.60 | 15.60 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 43.1 %

Net Operating Cost/Capita $2.20
Municipal Net Cost/Capita $0.77
Share of Net Cost
- Provincial 64 %
- Municipal (incl. Donations) 35 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $34.80
Cost/Kilometre $2.34
Maintenance Cost/Kilometre $0.190

SERVICE
Registrants/Capita 0.0140
Revenue Vehicle Hours/Capita 0.111
Trips/Capita 0.289
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $13.40
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 2,052

SERVICE UTILIZATION
Trips/Hour 2.60
Kilometres/Hour 14.8
Average Kilometres/Trip 5.72
Trips/Registrant 20.48
Unaccommodated Trip Requests 2.12 %
Cancellations 7.41 %
No-Shows 1.06 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,641
Kilometres/Vehicle 24,372

SAULT STE MARIE
PARABUS

MUNICIPAL CONTACT: R.B. AVERY
(705) 759-5309

OPERATIONS CONTACT: A.J. GAGNON
(705) 759-5438

SERVICE STARTED IN: 1975
POPULATION SERVED: 80,000
SERVICE AREA (ha): 36

SERVICE OPERATED BY:
Municipality

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

ELIGIBILITY COMMITTEE? Yes
MEMBERS? 4

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 461 | 46% |
| - Ambulatory | 536 | 53% |
| - Temporary | 5 | 0% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 1,002 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
At Least Annually

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $323,654 | $33,740 |
| Non-Dedicated | | |
| TOTAL: | $323,654 | $33,740 |

NET OPERATING COST: $289,914
Provincial Share $192,672
Municipal Share $97,242
Donations $0

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 12,862 | |
| - Ambulatory | 18,084 | |
| Attendants/Companions | 2,920 | |
| Other (not eligible) | | |
| TOTAL: | 33,866 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 14,118 | 41 % |
| Pre-booked | 8,320 | 24 % |
| Reservation | 9,198 | 27 % |
| Demand-Response | 2,230 | 6 % |
| UNACCOMMODATED TRIP REQUESTS: | | 96 |
| CANCELLED TRIPS: | | 3,175 |
| NO-SHOWS: | | 464 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 2300 |
| Saturday | 0700 to 2300 |
| Sunday | 0900 to 2100 |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.05 | $39.00 | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 7 | 5 | 5 | 3.6 |
| Other | | | | |
| TOTAL VEHICLES: | 7 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Transit Authority

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 4 | 4 | 5 | 6 | 3 | 3 | 1 | |
| Saturday | 1 | 2 | 3 | 3 | 2 | 2 | 1 | |
| Sunday | | 2 | 2 | 1 | 2 | 1 | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 185,175
- Total 201,971

ANNUAL HOURS:
- Revenue 12,305
- Total 29,568

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 4 | | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | | 1 | | |
| TOTAL: | 5 | 1 | | |

OPERATORS UNION: UTU Local 885
CONVENTIONAL UNION: UTU Local 885

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $14.12 | $14.12 |
| Maintenance | 16.12 | 16.12 |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 10.4 %

Net Operating Cost/Capita: $3.62
Municipal Net Cost/Capita: $1.21
Share of Net Cost
- Provincial: 66 %
- Municipal (incl. Donations): 33 %

### EFFICIENCY (Dedicated Service Only)

Cost/Hour: $26.30
Cost/Kilometre: $1.74
Maintenance Cost/Kilometre: $0.341

### SERVICE

Registrants/Capita: 0.0130
Revenue Vehicle Hours/Capita: 0.154
Trips/Capita: 0.387
Trips by Non-Dedicated Service: - %

### EFFECTIVENESS

Cost/Trip - Dedicated: $10.46
- Non-Dedicated: -

### LABOUR PRODUCTIVITY

Hours/Operator: 3,076

### SERVICE UTILIZATION

Trips/Hour: 2.52
Kilometres/Hour: 15.0
Average Kilometres/Trip: 5.98
Trips/Registrant: 30.88
Unaccommodated Trip Requests: 0.31 %
Cancellations: 10.26 %
No-Shows: 1.50 %

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle: 1,757
Kilometres/Vehicle: 26,453

SCUGOG-UXBRIDGE
HANDI TRANSIT

MUNICIPAL CONTACT: EARL CUDDY
(416) 985-7346

OPERATIONS CONTACT: DOUG MANUEL
(416) 571-1222

SERVICE OPERATED BY:
Public Utility

SERVICE STARTED IN: MAY 1987
POPULATION SERVED: 28,000
SERVICE AREA (ha): 16,000

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | |
|---|---|
| Eligible - Wheelchair | - % |
| - Ambulatory | - % |
| - Temporary | - % |
| Attendants/Companions | - % |
| Other (not eligible) | - % |
| TOTAL: | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Withing Last 5 Year

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $66,237 | $5,475 |
| Non-Dedicated | | |
| TOTAL: | $66,237 | $5,475 |

| | |
|---|---|
| NET OPERATING COST: | |
| Provincial Share | $60,762 |
| Municipal Share | $30,381 |
| Donations | $30,381 |
| | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 605 | |
| - Ambulatory | 445 | |
| Attendants/Companions | 204 | |
| Other (not eligible) | | |
| TOTAL: | 1,254 | 0 |

| | | |
|---|---|---|
| TRIP TYPES: | | |
| Subscription | | |
| Pre-booked | | - % |
| Reservation | 395 | 31 % |
| Demand-Response | 655 | 52 % |
| UNACCOMMODATED TRIP REQUESTS: | | - % |
| CANCELLED TRIPS: | | |
| NO-SHOWS: | | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0800 to 1730 |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 1 Hrs., Max. 5 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
ZONE FARES,MONTHLY BILLING,AGENCY

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | No Conv. Service |
| Fare Structure | No Conv. Service |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 5 | 4 | 1.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 47,646 |
| Total | 48,386 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 1,930 |
| Total | 2,259 |

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | 3 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 5 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 8.2 % |
| Net Operating Cost/Capita | $2.17 |
| Municipal Net Cost/Capita | $1.08 |
| Share of Net Cost | |
| - Provincial | 50 % |
| - Municipal (incl. Donations) | 50 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $34.32 |
| Cost/Kilometre | $1.39 |
| Maintenance Cost/Kilometre | $0.163 |

### SERVICE

| | |
|---|---|
| Registrants/Capita | |
| Revenue Vehicle Hours/Capita | 0.069 |
| Trips/Capita | 0.038 |
| Trips by Non-Dedicated Service | - % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $63.08 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,930 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | .544 |
| Kilometres/Hour | 24.6 |
| Average Kilometres/Trip | 45.4 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - % |
| Cancellations | - % |
| No-Shows | - % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,930 |
| Kilometres/Vehicle | 47,646 |

ST. CATHARINES
PARATRANSIT

SERVICE OPERATED BY:
Transit Commission

MUNICIPAL CONTACT:

OPERATIONS CONTACT: DON J. HULL
(416) 685-4228

SERVICE STARTED IN: JUNE 1979
POPULATION SERVED: 124,000
SERVICE AREA (ha): 9,700

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 3 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 412 | 55% |
| - Ambulatory | 330 | 44% |
| - Temporary | 4 | 0% |
| Attendents/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 746 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | At Least Annually |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $347,771 | $20,515 |
| Non-Dedicated | | $224 |
| TOTAL: | $347,771 | $20,739 |

| | |
|---|---|
| NET OPERATING COST: | $327,032 |
| Provincial Share | $163,516 |
| Municipal Share | $163,516 |
| Donations | $32,664 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 9,260 | |
| - Ambulatory | 10,776 | |
| Attendents/Companions | 1,184 | |
| Other (not eligible) | | |
| TOTAL: | 21,220 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 4,909 | 23 % |
| Pre-booked | 3,927 | 18 % |
| Reservation | 9,818 | 46 % |
| Demand-Response | 982 | 4 % |
| UNACCOMMODATED TRIP REQUESTS: | | 1,200 |
| CANCELLED TRIPS: | | 2,467 |
| NO-SHOWS: | | 276 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0730 to 2330 |
| Saturday | 0900 to 2330 |
| Sunday | 1230 to 2030 |
| Holidays | 1230 to 2030 |

CALL-INS:
Minimum 24 Hrs., Max. 21 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | 5/$4.75 | |
| Child | $1.00 | 5/$4.75 | |
| Student | $1.00 | 5/$4.75 | |
| Senior | $1.00 | 5/$4.75 | |
| Attendant | $1.00 | 5/$4.75 | |
| Companion | $1.00 | 5/$4.75 | |
| Other | $1.00 | 5/$4.75 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| 5-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 6 | 2.0 |
| Small Buses | 3 | 5 | 4 | 3.0 |
| Purpose-Built | 2 | 7 | 6 | 5.0 |
| Other | | | | |
| TOTAL VEHICLES: | 6 | | | |

OWNERSHIP: Transit Commission
MAINTENANCE: Transit Authority

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 4 | 4 | 4 | 5 | 4 | 1 | 1 | |
| Saturday | | | 1 | 1 | 1 | 1 | | |
| Sunday | | | 1 | 1 | 1 | 1 | | |
| Holidays | | | 1 | 1 | 1 | 1 | | |

ANNUAL KILOMETRES:
- Revenue 169,962
- Total 177,210

ANNUAL HOURS:
- Revenue 10,542
- Total 10,900

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 5 | 1 | | |
| Office | 1 | | | |
| Maintenance | | 2 | | |
| Administration | 1 | 3 | | |
| TOTAL: | 7 | 6 | | |

OPERATORS UNION: ATU Local 846
CONVENTIONAL UNION: ATU Local 846

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $14.60 | $14.60 |
| Maintenance | 16.59 | 16.57 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 5.9 %
Net Operating Cost/Capita $2.63
Municipal Net Cost/Capita $1.31
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $32.98
Cost/Kilometre $2.04
Maintenance Cost/Kilometre $0.238

SERVICE
Registrants/Capita 0.0060
Revenue Vehicle Hours/Capita 0.085
Trips/Capita 0.162
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $17.36
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,916

SERVICE UTILIZATION
Trips/Hour 1.90
Kilometres/Hour 16.1
Average Kilometres/Trip 8.48
Trips/Registrant 26.86
Unaccommodated Trip Requests 5.99 %
Cancellations 12.31 %
No-Shows 1.38 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,757
Kilometres/Vehicle 28,327

ST. THOMAS
PARATRANSIT

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: JOHN ROBERTS
(519) 631-1680

OPERATIONS CONTACT: KEITH FULTON
(519) 631-1800

SERVICE STARTED IN: APRIL 1990
POPULATION SERVED: 29,000
SERVICE AREA (ha): 22

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 3 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | Yes |
| WAITING ON LIST? | 20 |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 152 | 30% |
| - Ambulatory | 338 | 68% |
| - Temporary | 5 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 495 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | At Least Annually |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $110,046 | $8,786 |
| Non-Dedicated | | |
| TOTAL: | $110,046 | $8,786 |

| | |
|---|---|
| NET OPERATING COST: | $101,260 |
| Provincial Share | $58,707 |
| Municipal Share | $42,553 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,444 | |
| - Ambulatory | 7,204 | |
| Attendants/Companions | 1,213 | |
| Other (not eligible) | | |
| TOTAL: | 9,861 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 52 | 0 % |
| Pre-booked | | - % |
| Reservation | 7,724 | 78 % |
| Demand-Response | 400 | 4 % |
| UNACCOMMODATED TRIP REQUESTS: | | |
| CANCELLED TRIPS: | | 85 |
| NO-SHOWS: | | |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0715 to 1915 |
| Saturday | 0715 to 1915 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

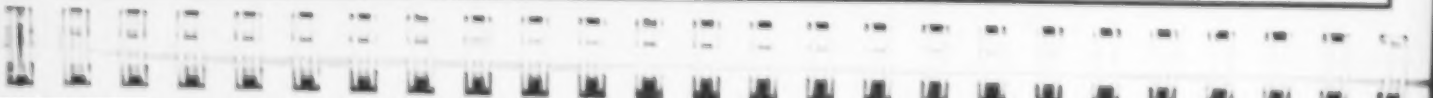
FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $1.00 | |
| Child | $1.00 | $1.00 | |
| Student | $1.00 | $1.00 | |
| Senior | $1.00 | $1.00 | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $0.85 |



## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| 8-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 2 | 4 | 6 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | 2 | | |
| Saturday | 2 | 2 | 2 | 2 | 2 | 2 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 30,000
- Total 30,500

ANNUAL HOURS:
- Revenue 5,413
- Total 5,738

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 4 | 2 | | |
| Office | 1 | 2 | | |
| Maintenance | | | | |
| Administration | 1 | 2 | | |
| TOTAL: | 6 | 6 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.00 | $11.35 |
| Maintenance | 17.50 | 17.44 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 7.9 %

Net Operating Cost/Capita $3.49
Municipal Net Cost/Capita $1.46
Share of Net Cost
- Provincial 57 %
- Municipal (incl. Donations) 42 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $20.33
Cost/Kilometre $3.66
Maintenance Cost/Kilometre $0.021

SERVICE
Registrants/Capita 0.0170
Revenue Vehicle Hours/Capita 0.187
Trips/Capita 0.298
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $12.73
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,082

SERVICE UTILIZATION
Trips/Hour 1.60
Kilometres/Hour 5.3
Average Kilometres/Trip 3.47
Trips/Registrant 17.47
Unaccommodated Trip Requests - %
Cancellations 0.98 %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 2,706
Kilometres/Vehicle 15,000

STRATFORD
PARALLEL TRANSIT

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: G. SKOMBY
(519) 271-0250

OPERATIONS CONTACT: HARRY EATON
(519) 273-0511

SERVICE STARTED IN: DECEMBER 1975
POPULATION SERVED: 26,000
SERVICE AREA (ha): 2,033

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 2 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 280 | 41% |
| - Ambulatory | 400 | 58% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 680 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $193,455 | $24,212 |
| Non-Dedicated | $21,486 | $1,384 |
| TOTAL: | $214,941 | $25,596 |

| | |
|---|---|
| NET OPERATING COST: | $189,345 |
| Provincial Share | $141,810 |
| Municipal Share | $44,685 |
| Donations | $27,690 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 11,141 | |
| - Ambulatory | 9,638 | 7,358 |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 20,779 | 7,358 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 14,187 | 68 % |
| Pre-booked | 7,400 | 35 % |
| Reservation | 3,425 | 16 % |
| Demand-Response | 3,125 | 15 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 280 |
| CANCELLED TRIPS: | 130 |
| NO-SHOWS: | 225 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 2200 |
| Saturday | 0900 to 2100 |
| Sunday | to |
| Holidays | to |

CALL-INS: Minimum 24 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | 10/$10.00 | |
| Child | $1.00 | 10/$10.00 | |
| Student | $1.00 | 10/$10.00 | |
| Senior | $1.00 | 10/$10.00 | |
| Attendant Companion | $1.00 | 10/$10.00 | |
| Other | $1.00 | 10/$10.00 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 4 | 4 | 6.0 |
| Small Buses | | | | |
| Purpose-Built | 1 | 4 | 6 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 4 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 3 | 3 | 3 | 2 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 86,523
- Total 86,523

ANNUAL HOURS:
- Revenue 7,903
- Total 7,903

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 3 | 2 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 5 | 2 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: IBEW Local

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $12.04 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 11.9 %
- Net Operating Cost/Capita: $7.28
- Municipal Net Cost/Capita: $1.73
- Share of Net Cost
  - Provincial: 75 %
  - Municipal (incl. Donations): 24 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $24.47
- Cost/Kilometre: $2.23
- Maintenance Cost/Kilometre: $0.098

SERVICE
- Registrants/Capita: 0.0260
- Revenue Vehicle Hours/Capita: 0.304
- Trips/Capita: 1.082
- Trips by Non-Dedicated Service: 26.15 %

EFFECTIVENESS
- Cost/Trip - Dedicated: $9.31
- Cost/Trip - Non-Dedicated: $2.92

LABOUR PRODUCTIVITY
- Hours/Operator: 1,975

SERVICE UTILIZATION
- Trips/Hour: 2.63
- Kilometres/Hour: 10.9
- Average Kilometres/Trip: 4.16
- Trips/Registrant: 41.38
- Unaccommodated Trip Requests: 1.00 %
- Cancellations: 0.46 %
- No-Shows: 0.80 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 1,975
- Kilometres/Vehicle: 21,630

SUDBURY
HANDI-TRANSIT

MUNICIPAL CONTACT: DAVE RIDLEY
(705) 674-3161

OPERATIONS CONTACT: PAUL GREENFIELD
(705) 674-0709

SERVICE STARTED IN: 1975
POPULATION SERVED: 90,000
SERVICE AREA (ha): 65,114

SERVICE OPERATED BY:
Public Utility

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

Eligibility Determined By Staff

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 1,152 | 70% |
| - Ambulatory | 478 | 29% |
| - Temporary | 8 | 0% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 1,638 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $530,413 | $35,195 |
| Non-Dedicated | | |
| TOTAL: | $530,413 | $35,195 |

| | |
|---|---|
| NET OPERATING COST: | $495,218 |
| Provincial Share | $269,902 |
| Municipal Share | $225,316 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 20,689 | 419 |
| - Ambulatory | 9,917 | 88 |
| Attendants/Companions | 1,478 | |
| Other (not eligible) | | |
| TOTAL: | 32,084 | 507 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 9,330 | 29 % |
| Pre-booked | 15,915 | 49 % |
| Reservation | 5,509 | 17 % |
| Demand-Response | 1,837 | 5 % |
| UNACCOMMODATED TRIP REQUESTS: | | 157 |
| CANCELLED TRIPS: | | 1,500 |
| NO-SHOWS: | | 518 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 2400 |
| Saturday | 0930 to 2400 |
| Sunday | 0830 to 2200 |
| Holidays | 0830 to 2200 |

CALL-INS:
Minimum 48 Hrs., Max. 30 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.10 | $1.10 | |
| Child | $1.10 | $1.10 | |
| Student | $1.10 | $1.10 | |
| Senior | $1.10 | $1.10 | |
| Attendant Companion | $1.10 | $1.10 | |
| Other | $1.10 | $1.10 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 8 | 6 | 4 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 8 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Operator

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 5 | 5 | 4 | 5 | 6 | 3 | 1 | |
| Saturday | | 2 | 3 | 2 | 2 | 1 | 1 | |
| Sunday | | 1 | 2 | 1 | 2 | 2 | 2 | |
| Holidays | | 1 | 2 | 1 | 2 | 2 | 2 | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue | 270,000 |
| Total | 274,000 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue | 16,798 |
| Total | 16,798 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 2

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:
- INVOICES REVIEWED MON

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 6 | 3 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 8 | 3 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: CUPE Local 1662

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.35 | $15.39 |
| Maintenance | 18.00 | 17.51 |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 6.6 %

| | |
|---|---|
| Net Operating Cost/Capita | $5.50 |
| Municipal Net Cost/Capita | $2.50 |
| Share of Net Cost | |
| - Provincial | 54 % |
| - Municipal (incl. Donations) | 45 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $31.57 |
| Cost/Kilometre | $1.96 |
| Maintenance Cost/Kilometre | - |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0180 |
| Revenue Vehicle Hours/Capita | 0.187 |
| Trips/Capita | 0.346 |
| Trips by Non-Dedicated Service | 1.63 % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $17.33 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,239 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.82 |
| Kilometres/Hour | 16.0 |
| Average Kilometres/Trip | 8.82 |
| Trips/Registrant | 19.00 |
| Unaccommodated Trip Requests | 0.51 % |
| Cancellations | 4.82 % |
| No-Shows | 1.67 % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,099 |
| Kilometres/Vehicle | 33,750 |

THUNDER BAY
HAGI TRANSIT

MUNICIPAL CONTACT: ALEX GRANT
(807) 625-2188

OPERATIONS CONTACT: JACK HOLMWOOD
(807) 767-6229

SERVICE STARTED IN: FEBRUARY 1975
POPULATION SERVED: 122,217
SERVICE AREA (ha): 33,000

SERVICE OPERATED BY:
Non-Profit Organization

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 12

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 1,120 | 70% |
| - Ambulatory | 450 | 28% |
| - Temporary | 30 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 1,600 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $727,869 | $74,320 |
| Non-Dedicated | $15,494 | $83,101 |
| TOTAL: | $743,363 | $157,421 |

| | |
|---|---|
| NET OPERATING COST: | $585,942 |
| Provincial Share | $192,025 |
| Municipal Share | $393,927 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 34,683 | |
| - Ambulatory | 28,373 | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 63,056 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | | - % |
| Reservation | 63,056 | 100 % |
| Demand-Response | | - % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 2,856 |
| CANCELLED TRIPS: | 6,300 |
| NO-SHOWS: | 1,085 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 2330 |
| Saturday | 0800 to 0100 |
| Sunday | 0800 to 2300 |
| Holidays | 0800 to 2300 |

CALL-INS: Minimum 24 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.25 | $23.00 | |
| Child | $1.25 | $23.00 | |
| Student | $1.25 | $23.00 | |
| Senior | $1.25 | $23.00 | |
| Attendant Companion | $1.25 | $23.00 | |
| Other | $1.25 | $23.00 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Same |
| Fare Structure | Different, $1.10 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | 1 | | 7 | 3.0 |
| Modified Vans | 9 | 3 | 3 | 7.0 |
| Small Buses | 1 | 3 | 6 | 3.0 |
| Purpose-Built | 2 | 10 | 8 | 1.0 |
| Other | | | | |
| TOTAL VEHICLES: | 13 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 10 | 8 | 11 | 11 | 4 | 2 | 1 | |
| Saturday | 1 | 3 | 3 | 3 | 2 | 1 | 1 | 1 |
| Sunday | 1 | 3 | 3 | 3 | 2 | 1 | 1 | |
| Holidays | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

ANNUAL KILOMETRES:
- Revenue 517,234
- Total 0

ANNUAL HOURS:
- Revenue 0
- Total 23,813

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: POLICE COMMITTEE

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 9 | 23 | | |
| Office | 3 | 3 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 13 | 26 | | |

OPERATORS UNION: ATU Local 966
CONVENTIONAL UNION: Local

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.38 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 21.1 %

| | |
|---|---|
| Net Operating Cost/Capita | $4.79 |
| Municipal Net Cost/Capita | $3.22 |
| Share of Net Cost | |
| - Provincial | 32 % |
| - Municipal (incl. Donations) | 67 % |

### EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $30.56 |
| Cost/Kilometre | $1.40 |
| Maintenance Cost/Kilometre | $0.117 |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0130 |
| Revenue Vehicle Hours/Capita | 0.195 |
| Trips/Capita | 0.516 |
| Trips by Non-Dedicated Service | - % |

### EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $11.54 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,161 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.65 |
| Kilometres/Hour | 21.7 |
| Average Kilometres/Trip | 8.20 |
| Trips/Registrant | 39.41 |
| Unaccommodated Trip Requests | 4.53 % |
| Cancellations | 9.99 % |
| No-Shows | 1.72 % |

### VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,831 |
| Kilometres/Vehicle | 39,787 |

TIMMINS
HANDI-TRANS

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: BERNARD CHRISTIAN
(705) 264-1331

OPERATIONS CONTACT: JOHN S. CRAIG
(705) 264-1331

SERVICE STARTED IN: 1976
POPULATION SERVED: 46,065
SERVICE AREA (ha): 27,972

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 5 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | Yes |
| WAITING ON LIST? | 4 |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 202 | 54% |
| - Ambulatory | 159 | 43% |
| - Temporary | 7 | 1% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 368 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | Every 2 or 3 Years |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $155,378 | $11,146 |
| Non-Dedicated | | |
| TOTAL: | $155,378 | $11,146 |

| | |
|---|---|
| NET OPERATING COST: | $144,232 |
| Provincial Share | $72,116 |
| Municipal Share | $72,116 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendants/Companions | | |
| Other (not eligible) | 10,281 | |
| TOTAL: | 10,281 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | - % |
| Pre-booked | - % |
| Reservation | - % |
| Demand-Response | - % |
| UNACCOMMODATED TRIP REQUESTS: | 170 |
| CANCELLED TRIPS: | 800 |
| NO-SHOWS: | 350 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0700 to 2240 |
| Saturday | 1000 to 1740 |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 24 Hrs., Max. 5 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | 20/$19.00 | |
| Child | $1.00 | 20/$19.00 | |
| Student | $1.00 | 20/$19.00 | |
| Senior | $1.00 | 20/$19.00 | |
| Attendant | $1.00 | 20/$19.00 | |
| Companion | $1.00 | 20/$19.00 | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| VEHICLE TYPES: | | | | |
| 5-Wagon/Sedan | | | | |
| Modified Vans | 1 | 5 | 4 | 4.0 |
| Small Buses | 2 | 5 | 4 | 4.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Transit Authority

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 99,441
- Total 99,441

ANNUAL HOURS:
- Revenue 6,166
- Total 6,184

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | 2 | | |
| Office | | | 2 | |
| Maintenance | | | 4 | |
| Administration | | | 2 | |
| TOTAL: | 2 | 2 | 8 | |

OPERATORS UNION: CUPE Local 1140
CONVENTIONAL UNION: CUPE Local 1544

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $12.47 | $14.30 |
| Maintenance | 16.94 | 16.94 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 7.1 %
Net Operating Cost/Capita $3.13
Municipal Net Cost/Capita $1.56
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $25.19
Cost/Kilometre $1.56
Maintenance Cost/Kilometre $0.060

SERVICE
Registrants/Capita 0.0080
Revenue Vehicle Hours/Capita 0.134
Trips/Capita 0.223
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $15.11
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 2,055

SERVICE UTILIZATION
Trips/Hour 1.67
Kilometres/Hour 16.1
Average Kilometres/Trip 9.67
Trips/Registrant 27.94
Unaccommodated Trip Requests 1.65 %
Cancellations 7.78 %
No-Shows 3.40 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 2,055
Kilometres/Vehicle 33,147

TORONTO
WHEEL-TRANS

MUNICIPAL CONTACT: R.J. EVANS
(416) 393-4170

OPERATIONS CONTACT: R.A. WINTER
(416) 393-4300

SERVICE STARTED IN: FEBRUARY 1975
POPULATION SERVED: 2,131,000
SERVICE AREA (ha): 63,200

SERVICE OPERATED BY:
Transit Commission

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 9 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 7,620 | 45% |
| - Ambulatory | 9,150 | 54% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 16,770 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $28,616,227 | $808,425 |
| Non-Dedicated | $2,608,585 | $183,644 |
| TOTAL: | $31,224,812 | $992,069 |

| | |
|---|---|
| NET OPERATING COST: | $30,232,743 |
| Provincial Share | $15,116,371 |
| Municipal Share | $15,116,372 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 347,483 | |
| - Ambulatory | 451,845 | 158,907 |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 799,328 | 158,907 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 139,098 | 17 % |
| Pre-booked | 276,387 | 34 % |
| Reservation | 502,385 | 62 % |
| Demand-Response | 40,365 | 5 % |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 146,535 |
| CANCELLED TRIPS: | 260,834 |
| NO-SHOWS: | 22,554 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0600 to 0100 |
| Saturday | 0700 to 0100 |
| Sunday | 0700 to 0100 |
| Holidays | 0700 to 0100 |

CALL-INS: No Minimum, Max. 4 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.20 | $1.00 | $42.00 |
| Child | $0.55 | $0.29 | |
| Student | $0.75 | $0.50 | |
| Senior | $1.20 | $0.50 | $42.00 |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE: ATTENDANTS, COMPANIONS PAY ABOVE

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | 39 | | 4 | 3.0 |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 123 | 5 | 5 | 4.0 |
| Other | 124 | | 3 | 3.0 |
| TOTAL VEHICLES: | 286 | | | |

OWNERSHIP: Contractor
MAINTENANCE: Transit Authority

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 204 | 215 | 218 | 257 | 228 | 76 | 54 | 3 |
| Saturday | 60 | 89 | 100 | 91 | 99 | 65 | 40 | 3 |
| Sunday | 44 | 83 | 97 | 78 | 76 | 57 | 41 | 4 |
| Holidays | 22 | 42 | 49 | 49 | 55 | 42 | 25 | 3 |

ANNUAL KILOMETRES:
Revenue 9,011,114
Total 0

ANNUAL HOURS:
Revenue 435,496
Total 0

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 5

PAYMENT METHOD:
Flat Rate/Trip
Per Hour
Per Kilometre X
Meter Rate X
PAYMENT VERIFICATION: COMPUTER-GENERATED

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 231 | 30 | | |
| Office | 94 | 4 | | |
| Maintenance | 53 | | | |
| Administration | 19 | | | |
| TOTAL: | 397 | 34 | | |

OPERATORS UNION: ATU Local 113
CONVENTIONAL UNION: ATU Local 113

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $18.34 | $18.34 |
| Maintenance | 20.21 | 20.21 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 3.1 %

Net Operating Cost/Capita $14.18
Municipal Net Cost/Capita $7.09
Share of Net Cost
- Provincial 50 %
- Municipal (incl. Donations) 50 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $65.71
Cost/Kilometre $3.17
Maintenance Cost/Kilometre $0.743

SERVICE
Registrants/Capita 0.0080
Revenue Vehicle Hours/Capita 0.204
Trips/Capita 0.450
Trips by Non-Dedicated Service 16.58 %

EFFECTIVENESS
Cost/Trip - Dedicated $35.80
- Non-Dedicated $16.42

LABOUR PRODUCTIVITY
Hours/Operator 1,770

SERVICE UTILIZATION
Trips/Hour 1.84
Kilometres/Hour 20.6
Average Kilometres/Trip 11.3
Trips/Registrant 57.14
Unaccommodated Trip Requests 15.29 %
Cancellations 27.22 %
No-Shows 2.35 %

VEHICLE UTILIZATION
(Dedicated Service Only)
Revenue Hours/Vehicle 1,522
Kilometres/Vehicle 31,507

VAUGHAN
ACCESS BUS

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: JIM KIMBLE
(416) 832-2281

OPERATIONS CONTACT: ROBERT BOOTH
(416) 832-8526

SERVICE STARTED IN: FEBRUARY 1987
POPULATION SERVED: 93,479
SERVICE AREA (ha): 63,900

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 8 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 110 | 32% |
| - Ambulatory | 227 | 66% |
| - Temporary | 5 | 1% |
| Attendents/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 342 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Withing Last 5 Year

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $207,094 | $7,661 |
| Non-Dedicated | $48,311 | |
| TOTAL: | $255,405 | $7,661 |

| | |
|---|---|
| NET OPERATING COST: | $247,744 |
| Provincial Share | $130,892 |
| Municipal Share | $116,852 |
| Donations | $25,28[illegible] |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 4,014 | 310 |
| - Ambulatory | 3,450 | 1,773 |
| Attendents/Companions | 493 | 56 |
| Other (not eligible) | | |
| TOTAL: | 7,957 | 2,139 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,019 | 25 % |
| Pre-booked | | - % |
| Reservation | 7,774 | 97 % |
| Demand-Response | 303 | 3 % |
| UNACCOMMODATED TRIP REQUESTS: | | 321 |
| CANCELLED TRIPS: | | 1,204 |
| NO-SHOWS: | | 75 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | | |
|---|---|---|
| Weekdays | 0730 | to 2230 |
| Saturday | 0930 | to 1830 |
| Sunday | 0930 | to 1830 |
| Holidays | | to |

CALL-INS:
Minimum 4 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | 10/$10 | |
| Child | $1.00 | 10/$10 | |
| Student | $1.00 | 10/$10 | |
| Senior | $1.00 | 10/$10 | |
| Attendant | $1.00 | 10/$10 | |
| Companion | $1.00 | 10/$10 | |
| Other | $1.00 | 10/$10 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 3 | 4 | 5 | 3.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 2 | 3 | 3 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | 1 | 1 | 1 | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 117,460
- Total 129,460

ANNUAL HOURS:
- Revenue 6,864
- Total 8,404

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 3 | 2 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 3 | | | |
| TOTAL: | 7 | 2 | | |

OPERATORS UNION: CUPE Local 1090
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $15.10 | $11.65 |
| Maintenance | N/A | 22.75 |

## PERFORMANCE INDICATORS

FINANCIAL
- R/C = Operating Revenue / Operating Cost: 3.0 %
- Net Operating Cost/Capita: $2.65
- Municipal Net Cost/Capita: $1.25
- Share of Net Cost
  - Provincial: 52 %
  - Municipal (incl. Donations): 47 %

EFFICIENCY (Dedicated Service Only)
- Cost/Hour: $30.17
- Cost/Kilometre: $1.76
- Maintenance Cost/Kilometre: $0.224

SERVICE
- Registrants/Capita: 0.0040
- Revenue Vehicle Hours/Capita: 0.073
- Trips/Capita: 0.102
- Trips by Non-Dedicated Service: 21.82 %

EFFECTIVENESS
- Cost/Trip - Dedicated: $27.75
- Cost/Trip - Non-Dedicated: $23.19

LABOUR PRODUCTIVITY
- Hours/Operator: 1,716

SERVICE UTILIZATION
- Trips/Hour: 1.09
- Kilometres/Hour: 17.1
- Average Kilometres/Trip: 15.7
- Trips/Registrant: 27.92
- Unaccommodated Trip Requests: 3.36 %
- Cancellations: 12.61 %
- No-Shows: 0.79 %

VEHICLE UTILIZATION (Dedicated Service Only)
- Revenue Hours/Vehicle: 2,288
- Kilometres/Vehicle: 39,153

VICTORIA COUNTY
VICTORIA COUNTY CARE-A-VAN

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: MR. JOHN GUTTERIDGE
(705) 324-9411

OPERATIONS CONTACT: MS. JOANNE BURNS
(705) 324-7323

SERVICE STARTED IN: JULY 1989
POPULATION SERVED: 54,000
SERVICE AREA (ha): 75,000

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 1 |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 10 | 3% |
| - Ambulatory | 45 | 17% |
| - Temporary | | - % |
| Attendants/Companions | | - % |
| Other (not eligible) | 200 | 78% |
| TOTAL: | 255 | |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $16,539 | $7,220 |
| Non-Dedicated | | |
| TOTAL: | $16,539 | $7,220 |

| | |
|---|---|
| NET OPERATING COST: | $9,319 |
| Provincial Share | $5,104 |
| Municipal Share | $0 |
| Donations | $55 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 75 | |
| - Ambulatory | 989 | |
| Attendants/Companions | | |
| Other (not eligible) | 888 | |
| TOTAL: | 1,952 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | | - % |
| Pre-booked | 500 | 25 % |
| Reservation | 1,452 | 74 % |
| Demand-Response | | - % |
| UNACCOMMODATED TRIP REQUESTS: | | 20 |
| CANCELLED TRIPS: | | 12 |
| NO-SHOWS: | | |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 08:00 to 17:00 |
| Saturday | 08:00 to 17:00 |
| Sunday | 08:00 to 17:00 |
| Holidays | 08:00 to 17:00 |

CALL-INS: No Minimum, No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
$ 0.10 PER KILOMETRE

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Shorter |
| Fare Structure | N/A |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| 5-Wagon/Sedan | | | | |
| Modified Vans | 1 | 2 | 9 | 2.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | 1 | 1 | 1 | | | | |
| Holidays | | 1 | 1 | 1 | | | | |

ANNUAL KILOMETRES:
- Revenue 48,769
- Total 48,869

ANNUAL HOURS:
- Revenue 1,820
- Total 1,820

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre X
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | | 4 | | |
| TOTAL: | 1 | 5 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $8.50 | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Operating Cost: 43.6 %

Net Operating Cost/Capita: $0.17
Municipal Net Cost/Capita: $0.00
Share of Net Cost
- Provincial: 98 %
- Municipal: 1 %
(incl. Donations)

### EFFICIENCY (Dedicated Service Only)

Cost/Hour: $9.08
Cost/Kilometre: $0.33
Maintenance Cost/Kilometre: $0.051

### SERVICE

Registrants/Capita: 0.0010
Revenue Vehicle Hours/Capita: 0.034
Trips/Capita: 0.020
Trips by Non-Dedicated Service: - %

### EFFECTIVENESS

Cost/Trip - Dedicated: $15.54
- Non-Dedicated: -

### LABOUR PRODUCTIVITY

Hours/Operator: 1,820

### SERVICE UTILIZATION

Trips/Hour: .585
Kilometres/Hour: 28.8
Average Kilometres/Trip: 49.8
Trips/Registrant: 19.35
Unaccommodated Trip Requests: 1.88 %
Cancellations: 1.13 %
No-Shows: - %

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle: 1,820
Kilometres/Vehicle: 48,769

WELLAND
HANDI TRANS

SERVICE OPERATED BY:
Municipality

MUNICIPAL CONTACT: GUS MARCELLO
(416) 735-1700

OPERATIONS CONTACT: CHARLES STOLTE
(416) 732-6844

SERVICE STARTED IN: AUGUST 1981
POPULATION SERVED: 44,500
SERVICE AREA (ha): 8,604

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS? | 0 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 150 | 28% |
| - Ambulatory | 333 | 64% |
| - Temporary | 35 | 6% |
| Attendants/Companions | | - % |
| Other (not eligible) | | - % |
| TOTAL: | 518 | |

| | |
|---|---|
| HOW OFTEN IS LIST OF REGISTRANTS SCREENED: | At Least Annually |
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $159,905 | $8,104 |
| Non-Dedicated | | $75 |
| TOTAL: | $159,905 | $8,179 |

| | |
|---|---|
| NET OPERATING COST: | $151,726 |
| Provincial Share | $86,380 |
| Municipal Share | $65,346 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,281 | |
| - Ambulatory | 9,842 | |
| Attendents/Companions | 141 | |
| Other (not eligible) | | |
| TOTAL: | 13,264 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 3,316 | 25 % |
| Pre-booked | 1,834 | 13 % |
| Reservation | 7,958 | 60 % |
| Demand-Response | 156 | 1 % |
| UNACCOMMODATED TRIP REQUESTS: | | 260 |
| CANCELLED TRIPS: | | 952 |
| NO-SHOWS: | | 105 |

## SERVICE

| | | |
|---|---|---|
| TYPE: | Door to Door | X |
| | Curb to Curb | |
| | Accessible Door | X |
| HOURS OF SERVICE: | | |
| | Weekdays | 0655 to 2130 |
| | Saturday | 1000 to 1800 |
| | Sunday | to |
| | Holidays | to |
| CALL-INS: | Minimum 24 Hrs., Max. 14 Days | |

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | X |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $19.00 | |
| Child | $0.85 | $15.00 | |
| Student | $0.85 | $15.00 | |
| Senior | $0.70 | $13.00 | |
| Attendant | $1.00 | $19.00 | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

| | |
|---|---|
| COMPARISON WITH CONVENTIONAL TRANSIT: | |
| Conventional Hours | Longer |
| Fare Structure | Same |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 2 | 3 | 1.0 |
| Small Buses | 1 | 4 | 4 | 3.0 |
| Purpose-Built | 1 | 6 | 8 | 4.0 |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Municipality

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | 1 | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 78,213
- Total 79,763

ANNUAL HOURS:
- Revenue 5,028
- Total 5,185

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 3 | 2 | | |
| Office | 1 | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL: | 4 | 5 | | |

OPERATORS UNION: ATU Local 107
CONVENTIONAL UNION: ATU Local 107

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $13.79 | $13.79 |
| Maintenance | 15.70 | 15.70 |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost 5.1 %
Net Operating Cost/Capita $3.41
Municipal Net Cost/Capita $1.46
Share of Net Cost
- Provincial 56 %
- Municipal (incl. Donations) 43 %

EFFICIENCY (Dedicated Service Only)
Cost/Hour $31.80
Cost/Kilometre $2.04
Maintenance Cost/Kilometre $0.164

SERVICE
Registrants/Capita 0.0120
Revenue Vehicle Hours/Capita 0.113
Trips/Capita 0.295
Trips by Non-Dedicated Service - %

EFFECTIVENESS
Cost/Trip - Dedicated $12.19
- Non-Dedicated -

LABOUR PRODUCTIVITY
Hours/Operator 1,257

SERVICE UTILIZATION
Trips/Hour 2.61
Kilometres/Hour 15.5
Average Kilometres/Trip 5.96
Trips/Registrant 25.33
Unaccommodated Trip Requests 1.98 %
Cancellations 7.25 %
No-Shows 0.80 %

VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle 1,676
Kilometres/Vehicle 26,071

WHITBY
HANDI TRANSIT

SERVICE OPERATED BY:
Public Utility

MUNICIPAL CONTACT: R. CLARINGBOLD
(416) 668-5803

OPERATIONS CONTACT: DOUG MANUEL
(416) 571-1222

SERVICE STARTED IN: OCTOBER 1979
POPULATION SERVED: 55,000
SERVICE AREA (ha): 39,460

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use With Dignity
- Other X

ELIGIBILITY COMMITTEE? No
MEMBERS? 0
Eligibility Determined By Staff

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A
NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendants/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:
Not Within Last 5 Year

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | | |
| Non-Dedicated | | |
| TOTAL: | $0 | $0 |
| NET OPERATING COST: | | $0 |
| Provincial Share | | $0 |
| Municipal Share | | $0 |
| Donations | | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 6,972 | |
| - Ambulatory | 642 | |
| Attendants/Companions | 815 | |
| Other (not eligible) | | |
| TOTAL: | 8,429 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 1,649 | 19 % |
| Pre-booked | 530 | 6 % |
| Reservation | 1,403 | 16 % |
| Demand-Response | 4,033 | 47 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0730 to 2300 |
| Saturday | 0800 to 2300 |
| Sunday | 1000 to 2200 |
| Holidays | to |

CALL-INS:
Minimum 1 Hrs., Max. 3 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $1.00 | |
| Child | $1.00 | $1.00 | |
| Student | $1.00 | $1.00 | |
| Senior | $1.00 | $1.00 | |
| Attendant | $1.00 | $1.00 | |
| Companion | $1.00 | $1.00 | |
| Other | | | |

*OTHER METHODS OF PAYING FARE:*
AGENCY CONTRACTS & MONTHLY BILLIN

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours Shorter
Fare Structure Different, $1.10

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 5 | 3 | 6.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 1 | 2 | 2 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 89,504
- Total 89,904

ANNUAL HOURS:
- Revenue 4,457
- Total 4,778

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 2 | | | |
| Office | 3 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL: | 6 | 1 | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: TEAMSTERS Local

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $11.40 | $12.50 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL
R/C = Operating Revenue / Operating Cost %

Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost
- Provincial %
- Municipal (incl. Donations) %

EFFICIENCY (Dedicated Service Only)
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita
Revenue Vehicle Hours/Capita 0.081
Trips/Capita 0.138
Trips by Non-Dedicated Service - %

EFFECTIVENESS

Cost/Trip - Dedicated -
- Non-Dedicated -

LABOUR PRODUCTIVITY

Hours/Operator 2,228

SERVICE UTILIZATION
- Trips/Hour 1.71
- Kilometres/Hour 20.0
- Average Kilometres/Trip 11.8
- Trips/Registrant -
- Unaccommodated Trip Requests - %
- Cancellations - %
- No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)
- Revenue Hours/Vehicle 1,485
- Kilometres/Vehicle 29,834

WINDSOR
HANDI-TRANSIT

SERVICE OPERATED BY:
Non-Profit Organization

MUNICIPAL CONTACT: CITY OF WINDSOR (519) 255-6253

OPERATIONS CONTACT: DOUG ELLIS (519) 966-0930

SERVICE STARTED IN: SEPTEMBER 1978
POPULATION SERVED: 200,000
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
NUMBER OF MEMBERS: 11

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | X |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS? | 3 |
| Eligibility Determined By Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | - % | |
| - Ambulatory | - % | |
| - Temporary | - % | |
| Attendants/Companions | - % | |
| Other (not eligible) | - % | |
| TOTAL: | | 968 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $691,000 | $125,400 |
| Non-Dedicated | $64,000 | $87,800 |
| TOTAL: | $755,000 | $213,200 |

| | |
|---|---|
| NET OPERATING COST: | $541,800 |
| Provincial Share | $409,000 |
| Municipal Share | $275,000 |
| Donations | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | 28,800 | |
| - Ambulatory | 23,500 | |
| Attendants/Companions | 6,000 | |
| Other (not eligible) | | |
| TOTAL: | 58,300 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 6,000 | 10 % |
| Pre-booked | 6,000 | 10 % |
| Reservation | 40,000 | 68 % |
| Demand-Response | 6,300 | 10 % |

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 5,258
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 0630 to 0030 |
| Saturday | 0800 to 0030 |
| Sunday | 0800 to 2200 |
| Holidays | 0800 to 2200 |

CALL-INS:
Minimum 2 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | $2.00 | $2.00 | |
| Child | $2.00 | $2.00 | |
| Student | $2.00 | $2.00 | |
| Senior | $2.00 | $2.00 | |
| Attendant | $2.00 | $2.00 | |
| Companion | $2.00 | $2.00 | |
| Other | $2.00 | $2.00 | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | Longer |
| Fare Structure | Different, $1.00 |

## VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 12 | 5 | 6 | 3.0 |
| Other | | | | |
| TOTAL VEHICLES: | 12 | | | |

OWNERSHIP: Non-Profit Group
MAINTENANCE: Contracted Out

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 10 | 10 | 7 | 10 | 7 | 2 | 2 | 1 |
| Saturday | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Sunday | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Holidays | 1 | 2 | 2 | 2 | 1 | 1 | 1 | 1 |

ANNUAL KILOMETRES:
- Revenue 496,000
- Total 496,000

ANNUAL HOURS:
- Revenue 21,268
- Total 21,268

IS NON-DEDICATED SERVICE AVAILABLE? Yes
NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: ROUTES DRIVEN/RATE

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | 5 | 15 | | |
| Office | 3 | 2 | | |
| Maintenance | | 2 | | |
| Administration | 2 | | | |
| TOTAL: | 10 | 19 | | |

OPERATORS UNION: TEAMSTERS Local
CONVENTIONAL UNION: ATU Local 616

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $10.30 | $15.90 |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Operating Cost | 28.2 % |
| Net Operating Cost/Capita | $2.70 |
| Municipal Net Cost/Capita | $1.37 |
| Share of Net Cost | |
| - Provincial | 59 % |
| - Municipal (incl. Donations) | 40 % |

EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $32.49 |
| Cost/Kilometre | $1.39 |
| Maintenance Cost/Kilometre | $0.141 |

SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0050 |
| Revenue Vehicle Hours/Capita | 0.106 |
| Trips/Capita | 0.262 |
| Trips by Non-Dedicated Service | - % |

EFFECTIVENESS

| | |
|---|---|
| Cost/Trip - Dedicated | $13.21 |
| - Non-Dedicated | - |

LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,701 |

SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.46 |
| Kilometres/Hour | 23.3 |
| Average Kilometres/Trip | 9.48 |
| Trips/Registrant | 54.03 |
| Unaccommodated Trip Requests | - % |
| Cancellations | 10.05 % |
| No-Shows | - % |

VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,772 |
| Kilometres/Vehicle | 41,333 |

WOODSTOCK
NO RETURN COMPLETED FOR 1990

MUNICIPAL CONTACT:

SERVICE STARTED IN:
POPULATION SERVED: N/A
SERVICE AREA (ha): N/A

SERVICE OPERATED BY:

OPERATIONS CONTACT:

ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other X

ELIGIBILITY COMMITTEE? No
MEMBERS? 0

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | |
|---|---|
| Eligible - Wheelchair | - % |
| - Ambulatory | - % |
| - Temporary | - % |
| Attendants/Companions | - % |
| Other (not eligible) | - % |
| TOTAL: | 0 |

HOW OFTEN IS LIST OF REGISTRANTS SCREENED:

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | | |
| Non-Dedicated | | |
| TOTAL: | $0 | $0 |
| NET OPERATING COST: | | $0 |
| Provincial Share | | $0 |
| Municipal Share | | $0 |
| Donations | | $0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non Ded. |
|---|---|---|
| Eligible - Wheelchair | | |
| - Ambulatory | | |
| Attendants/Companions | | |
| Other (not eligible) | | |
| TOTAL: | 0 | 0 |

TRIP TYPES:
- Subscription - %
- Pre-booked - %
- Reservation - %
- Demand-Response - %

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | to |
| Saturday | to |
| Sunday | to |
| Holidays | to |

CALL-INS:
Minimum 0 Hrs., Max. 0 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | |
| Reservations | | |
| Scheduling | | |
| Dispatching | | |

FARE STRUCTURE:

| | Cash | Tickets & Punch Cards | Monthly Passes |
|---|---|---|---|
| Adult | | | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:

| | |
|---|---|
| Conventional Hours | N/A |
| Fare Structure | N/A |

## VEHICLES

| | Number | Typical Wheelchair | Typical Ambulatory | Avg. Age |
|---|---|---|---|---|
| VEHICLE TYPES: | | | | |
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 0 | | | |

OWNERSHIP:
MAINTENANCE:

FLEET DISTRIBUTION:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12 + |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | | | | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue 0
- Total 0

ANNUAL HOURS:
- Revenue 0
- Total 0

IS NON-DEDICATED SERVICE AVAILABLE? No
NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

NUMBER OF EMPLOYEES:

| | Full Time | Part Time | Shared | Volunteer |
|---|---|---|---|---|
| Operators | | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL: | | | | |

OPERATORS UNION: N/A
CONVENTIONAL UNION: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | N/A | N/A |
| Maintenance | N/A | N/A |

## PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Operating Cost %

Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost
- Provincial %
- Municipal % (incl. Donations)

EFFICIENCY (Dedicated Service Only)
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre -

SERVICE
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non-Dedicated Service - %

EFFECTIVENESS

Cost/Trip - Dedicated -
- Non-Dedicated -

LABOUR PRODUCTIVITY

Hours/Operator -

SERVICE UTILIZATION
Trips/Hour -
Kilometres/Hour -
Average Kilometres/Trip -
Trips/Registrant -
Unaccommodated Trip Requests - %
Cancellations - %
No-Shows - %

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle -
Kilometres/Vehicle -

# PERFORMANCE INDICATORS

## FINANCIAL

| | | |
|---|---|---|
| R/C | = | $\frac{\text{Total Revenue} \times 100}{\text{Total Cost}}$ |
| Net Operating Cost/Cap | = | $\frac{\text{Net Operating Cost}}{\text{Population Served}}$ |
| Share of Net Cost<br>– Provincial | = | $\frac{\text{Provincial Share}}{\text{Net Operating Cost}}$ |
| – Municipal | = | $\frac{\text{Municipal Share + Donations}}{\text{Net Operating Cost}}$ |

## EFFICIENCY

(Dedicated Service Only)

| | | |
|---|---|---|
| Cost/Hour | = | $\frac{\text{Dedicated Operating Costs}}{\text{Revenue Vehicle Hours}}$ |
| Cost/Kilometre | = | $\frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Kilometres}}$ |
| Maintenance Cost/<br>Kilometre | = | $\frac{\text{Maintenance Cost}}{\text{Revenue Vehicle Kilometres}}$ |

## SERVICE

Registrants/Capita = $\dfrac{\text{Total Registrants} - \text{Other}}{\text{Population Served}}$

Revenue Vehilce Hours Capita = $\dfrac{\text{Revenue Vehicle Hours}}{\text{Population Served}}$

Trips/Capita = $\dfrac{\text{Total Trips} - \text{Total Attend.} - \text{Total Other Trips}}{\text{Population Served}}$

Trips by Non–Dedicated Service = $\dfrac{\text{Total Non–Ded. Trips} - \text{Total Non–Ded. Attend.} - \text{Non–Ded. Other}}{\text{Total Trips} - \text{Total Attendants} - \text{Total Others}}$

## EFFECTIVENESS

Cost/Trip

- Dedicated = $\dfrac{\text{Total Dedicated Cost}}{\text{Total Ded. Trips} - \text{Ded. Attendants} - \text{Ded. Other}}$

- Non–Dedicated = $\dfrac{\text{Total Non–Dedicated Trips}}{\text{Total Non–Ded. Trips} - \text{Non–Ded. Attendants} - \text{Non–Ded. Other}}$

## LABOUR PRODUCTIVITY

Hours/Operator = $\dfrac{\text{Revenue Vehicle Hours}}{\text{No. of Op. Full Time} + \left(\dfrac{\text{Op. Part Time} + \text{Shared} + \text{Volunteer}}{2}\right)}$

## SERVICE UTILIZATION

**Trips/Hour** = $\frac{\text{Total Dedicated Trips – Ded. Attendants – Ded. Other}}{\text{Revenue Vehicle Hours}}$

**Kilometres/Hour** = $\frac{\text{Revenue Vehicle Km}}{\text{Revenue Vehicle Hours}}$

**Average Kilometre/Trip** = $\frac{\text{Revenue Vehicle Km}}{\text{Total Dedicated Trips – Ded. Attendants – Ded. Other}}$

**Trips/Registrant** = $\frac{\text{Total Trips – Total Attendants – Total Others}}{\text{Total Registrants – Other Registrants}}$

**Unaccomodated Trip Requests** = $\frac{\text{Unaccomodated Trips}}{\text{Total Trips – Total Attendants – Total Others}}$

**Cancellations** = $\frac{\text{Cancelled Trips}}{\text{Total Trips – Total Attendants – Total Others}}$

**No-shows** = $\frac{\text{No-show Trips}}{\text{Total Trips – Total Attendants – Total Others}}$

## VEHICLE UTILIZATION

**Revenue Hours/Vehicle** = $\frac{\text{Revenue Vehicle Hours}}{\text{Total Vehicles}}$

**Kilometres/Vehicle** = $\frac{\text{Revenue Vehicle Km}}{\text{Total Vehicles}}$

# Handy Reference Comparison

**Population Served**

*Less than 10,000*
Burk's Falls
Dryden
Espanole
Gore Bay
Manitouwadge
Paris

*10,000 to 100,000*
Amherstburg
Barrie
Belleville
Brantford
Brockville
Cambridge
Chatham
Cobourg
Collingwood
Cornwall
Elliot Lake
Georgina
Guelph
Halton Hills
Hanover
Kapuskasing
Kingston
Leamington
Lindsay
Milton
Newcastle
Newmarket
Niagara Falls
North Bay
Orillia
Owen Sound
Pembroke
Peterborough
Richmond Hill
Sault Ste. Marie
Sougog-Uxbridge
St. Thomas
Stratford
Sudbury
Timmins
Vaughan
Victoria County
Welland
Whitby

*100,000 to 200,000*
Ajax-Pickering
Markham
Oakville
Oshawa
St. Catharines
Thunder Bay

*Greater than 200,000*
Halton Region
Hamilton
Kitchener-Waterloo
London
Ottawa
Peel
Toronto

**Fleet Size**

*Under 3 Vehicles*
Amherstburg
Belleville
Brockville
Burk's Falls
Cambridge
Chatham
Cobourg
Collingwood
Dryden
Elliot Lake
Espanole
Georgina
Gore Bay
Halton Hills
Halton Region
Kapuskasing
Leamington
Lindsay
Manitouwadge
Meaford
Newcastle
Orillia
Owen Sound
Paris
Pembroke
Richmond Hill
Sougog-Uxbridge
St. Thomas
Victoria County

*3 to 10 Vehicles*
Ajax-Pickering
Barrie
Brantford
Cornwall
Guelph
Markham
Milton
Newmarket
Niagara Falls
North Bay
Oakville
Oshawa
Peterborough
Sault Ste. Marie
St. Catharines
Stratford
Sudbury
Timmins
Vaughan
Welland
Whitby

*10 to 25 Vehicles*
Hanover
Kingston
Kitchener-Waterloo
London
Peel
Thunder Bay
Windsor

*Greater than 25 vehicles*
Hamilton
Ottawa
Peel
Toronto

**Scheduling and Dispatching**

*Manually*
Ajax-Pickering
Amherstburg
Barrie
Belleville
Brantford
Brockville
Burk's Falls
Cambridge
Chatham
Cobourg
Collingwood
Cornwall
Dryden
Elliot Lake
Espanola
Georgina
Gore Bay
Halton Hills
Halton Region
Hanover
Kapuskasing
Lindsay
Manitouwadge
Markham
Meaford
Milton
Newcastle
Niagara Falls
Oakville
Orillia
Oshawa
Ottawa
Owen Sound
Paris
Pembroke
Peterborough
Richmond Hill
Sault Ste. Marie
Sougog-Uxbridge
St. Thomas
Stratford
Thunder Bay
Timmins
Vaughan
Victoria County
Welland
Whitby

*Computer-assisted*
Cambridge
Guelph
Hamilton
Kingston
Kitchener-Waterloo
Leamington
London
Newmarket
North Bay
Ottawa
Peel
St. Catharines
Sudbury
Toronto
Vaughan
Welland
Windsor

*Combination*

Cambridge
Ottawa
Vaughan
Welland

**Vehicle Maintenance**

*By Municipality*
Ajax-Pickering
Burk's Falls
Cornwall
Elliot Lake
Espanola
Gore Bay
Halton Region
Kitchener-Waterloo
Markham
North Bay
Oakville
Peel
Peterborough
Richmond Hill
Welland

*By Transit Authority*
Brantford
Cambridge
Niagara Falls
Sault Ste. Marie
St. Catharines
Timmins
Toronto

*By Operator*
Belleville
Brockville
Chatham
Cobourg
Collingwood
Dryden
Georgina
Halton Hills
Hanover
Kapuskasing
Lindsay
London
Manitouwadge
Milton
Orillia
Ottawa
Owen Sound
Pembroke
St. Thomas
Sudbury
Toronto

*Contracted Out*
Barrie
Guelph
Hamilton
Kingston
Leamington
Markham
Meaford
Newcastle
Newmarket
Oshawa
Paris
Sougog-Uxbridge
Stratford
Thunder Bay
Vaughan
Victoria County
Whitby
Windsor

**Municipalities Using Non-dedicated Services**

Ajax-Pickering
Barrie
Burlington
Cambridge
Guelph
Hamilton
Kapuskasing
Kenora
Kingston
Kitchener-Waterloo
Leamington
Markham
Meaford
Milton
Oakville
Owen Sound
Peel
Peterborough
Richmond Hill
Stratford
Sudbury
Thunder Bay
Toronto
Vaughan
Windsor

**Service Start**

*Prior To 1979*
Brantford
Burlington
Cambridge
Chatham
Dryden
Guelph
Hamilton
Kingston
Kitchener-Waterloo
London
Niagara Falls
Oshawa
Ottawa-Carleton
Paris
Sault Ste. Marie
Stratford
Sudbury
Thunder Bay
Timmins
Toronto
Windsor

*Since 1979*
Amherstburg
Ajax-Pickering
Barrie
Belleville
Brockville
Burk's Falls
Cobourg
Collingwood
Cornwall
Elliot Lake
Espanola
* Georgina
* Gore Bay
Halton Hills
Halton Region
Hanover
Kenora
Keewatin
Jaffray & Melick
Leamington
Lindsay
* Manitouwadge
Markham
* Meaford
Milton
Newcastle
Newmarket
North Bay
Oakville
Orillia
Owen Sound
Peel
Pembroke
Peterborough
Port Hope
Renfrew
Richmond Hill
Sarnia
Scugog-Uxbridge
St. Catharines
Vaughan
Victoria County
Welland
Whitby
Woodstock

* New in 1990

**Comparison to Conventional Transit**

*Same Hours of Service*
Brockville
Burlington
Cornwall
Elliot Lake
Milton
Ottawa
Thunder Bay

*Same Fare Structure*
Ajax-Pickering
Belleville
Brantford
Brockville
Burlington
Collingwood
Dryden
Elliot Lake
Guelph
Hamilton
Kitchener-Waterloo
Markham
Milton
Niagara Falls
North Bay
Oakville
Ottawa
Owen Sound
Peel
Peterborough
Richmond Hill
Sarnia
Sault Ste. Marie
St. Catharines
Stratford
Sudbury
Timmins
Toronto
Vaughan
Welland

*Same Operator Wage Rates*
Ajax-Pickering
Burk's Falls
Burlington
Cambridge
Collingwood
Cornwall
Gore Bay
Halton Hills
Halton Region
Meaford
Oakville
Ottawa
Owen Sound
Peterborough
Sarnia
Sault Ste. Marie
Scugog-Uxbridge
St. Catharines
Toronto
Welland

**Eligibility Criterion**

*Unable to Board*
Ajax-Pickering
Barrie
Chatham
Georgina
Guelph
Halton Region
Kapuskasing
Leamington
London
North Bay
Oakville
Ottawa
Peterborough
Sault Ste. Marie
St. Thomas
Sudbury
Vaughan

*Unable to Use*
Amherstburg
Belleville
Brantford
Brockville
Burk's Falls
Cambridge
Chatham
Cobourg
Collingwood
Dryden
Elliot Lake
Espanola
Georgina
Gore Bay
Halton Hills
Hanover
Kapuskasing
Kingston
Kitchener-Waterloo
London
Manitouwadge
Markham
Milton
Newcastle
Newmarket
Niagara Falls
Orillia
Oshawa
Owen Sound
Paris
Peel
Pembroke
Peterborough
Richmond Hill
Scugog-Uxbridge
St. Catharines
St. Thomas
Stratford
Thunder Bay
Timmins
Toronto
Victoria County
Welland
Whitby
Windsor

*Unable to Use With Dignity*
Chatham
Cornwall
Hamilton
Lindsay

**Volunteer Contribution**

Brantford
Burk's Falls
Gore Bay
Hamilton
Kenora
Niagara Falls

**No Maximum Call In Time**

Ajax-Pickering
Barrie
Belleville
Brantford
Cambridge
Chatham
Cornwall
Dryden
Espanola
Guelph
Halton Hills
Halton Region
Kingston
Kitchener-Waterloo
Leamington
London
Manitouwadge
Meaford
Newcastle
Newmarket
North Bay
Oakville
Orillia
Oshawa
Ottawa
Paris
Peel
Peterborough
Richmond Hill
Sault Ste. Marie
Scugog-Uxbridge
St. Catharines
Stratford
Sudbury
Thunder Bay
Timmins
Toronto
Vaughan
Welland
Whitby
Windsor

**No Minimum Call In Time**

Ajax-Pickering
Amherstburg
Belleville
Brantford
Brockville
Burk's Falls
Cambridge
Chatham
Cobourg
Cornwall
Dryden
Elliot Lake
Espanola
Georgina
Halton Hills
Halton Region
Kapuskasing
Kingston
Kitchener-Waterloo
Leamington
Lindsay
London
Manitouwadge
Meaford
Milton
Newcastle
Newmarket
Niagara Falls
North Bay
Oakville
Orillia
Oshawa
Paris
Peel
Pembroke
Peterborough
Sault Ste. Marie
Scugog-Uxbridge
St. Catharines
St. Thomas
Stratford
Sudbury
Thunder Bay
Timmins
Vaughan
Welland
Whitby
Windsor

**Population Density**

***Less than 5 Persons per Hectare***

Amherstburg
Dryden
Espanola
Georgina
Gore Bay
Halton Hills
Halton Region
Hanover
Kapuskasing
Meaford
Newcastle
Niagara Falls
Scugog-Uxbridge
Sudbury
Thunder Bay
Timmins
Vaughan
Victoria County
Whitby

***5 to 10 Persons per Hectare***

Barrie
Cambridge
Cobourg
Collingwood
Cornwall
Elliot Lake
Lindsay
North Bay
Owen Sound
Paris
Peel
Welland

***10 to 15 Persons per Hectare***

Belleville
Brantford
Brockville
Chatham
Guelph
Kingston
Newmarket
Orillia
Peterborough
St. Catharines
Stratford
St. Thomas
Toronto
Windsor

***Greater than 15 Persons per Hectare***

Ajax-Pickering
Burk's Falls
Hamilton
Kitchener-Waterloo
Leamington
London
Manitouwadge
Markham
Milton
Oakville
Oshawa
Ottawa
Pembroke
Richmond Hill
Sault Ste. Marie

**Service Type**

***Door to Door***
Ajax-Pickering
Brantford
Brockville
Burk's Falls
Cambridge
Cobourg
Collingwood
Cornwall
Dryden
Elliot Lake
Espanola
Gore Bay
Hamilton
Kapuskasing
Kingston
Manitouwadge
Markham
Meaford
Orillia
Owen Sound
Pembroke
Peterborough
St. Thomas
Thunder Bay
Timmins
Victoria County
Welland

***Curb to Curb***
Amherstburg
Belleville
Chatham
Georgina
Halton Hills
Leamington
Newmarket
Niagara Falls
North Bay
Pembroke
Sault Ste. Marie
Vaughan
Windsor

***Accessible Door to Accessible Door***
Barrie
Guelph
Halton Region
Hanover
Kitchener-Waterloo
Lindsay
London
Milton
Newcastle
Oakville
Oshawa
Ottawa
Paris
Peel
Pembroke
Richmond Hill
Scugog-Uxbridge
St. Catharines
Stratford
Sudbury
Toronto
Welland
Whitby

**Operated By**

***Municipality***
Ajax-Pickering
Burk's Falls
Cambridge
Cornwall
Elliot Lake
Espanola
Gore Bay
Markham
Newmarket
North Bay
Oakville
Peel
Peterborough
Richmond Hill
Sault Ste. Marie
St. Thomas
Timmins
Vaughan
Welland

***Non-profit Group***
Barrie
Brantford
Cobourg
Dryden
Guelph
Hamilton
Hanover
Kingston
Kitchener-Waterloo
Leamington
Newcastle
North Bay
Oshawa
Pembroke
Scugog-Uxbridge
Stratford
Thunder Bay
Victoria County
Whitby
Windsor

***Profit Oriented Contractor***
Belleville
Brockville
Chatham
Collingwood
Georgina
Halton Hills
Halton Region
Kapuskasing
Lindsay
London
Markham
Meaford
Milton
Newcastle
Orillia
Oshawa
Ottawa
Owen Sound
Scugog-Uxbridge
Sudbury
Whitby